



Alive Church Privacy Policy

What information will we collect?

We will collect and use information about you to enable you to participate fully in the activities of the church enabling you to connect further into the life of the church and for Alive Church to offer enhanced pastoral care to you. The information we collect and store includes your contact details and date of birth, information about your family, information relating to your discipleship journey and your information regarding your connection points into the church.

Alive Church will always ask your permission for us to store this information. If you do not give us permission to store your information then Alive Church will be unable to effectively pastor you or inform you of activities that we believe will be of benefit to you.

In order to join some of our teams we collect further information in order for Alive Church to process a DBS check.

If you choose to give via standing order or through card payments to Alive Church, Rise and Build or Make A Difference we also collect additional information regarding your giving to Alive Church. This includes Account Number, Sort-Code, Bank Name, Branch, Account Holder's Name, Card Number, expiry date and 3 digit security code.

If you apply to work for Alive Church we collect additional information as part of the application process, this includes: previous employment history (contact details, rate of pay), education history and hobbies.

If you are an employee of Alive Church we collect additional information to ensure our responsibilities as an employer can be met. This includes: National Insurance Number, information relating to any Student Loans you may hold.

How will your information be used?

Your information is collected by means of Alive Church forms and our Alive Church App. Our methods of collecting data include the use of:

- welcome cards,
- electronic forms (on website and at Connection Area during services),
- directly into iKnow through our App,
- salvation cards,
- forms and registers (Kids, Youth, Students, Teams and Events),
- standing order forms (Offering, Rise and Build, Make A Difference)
- giving envelopes,
- job application forms,
- DBS checking forms

Personal Information

Once we receive your information it is transferred onto password protected files and saved to our online cloud based database 'iKnow' - www.iamalive.org.uk. Original paper copies are shredded. The information we collect comprises name, date of birth, address, telephone numbers, email address, family names and contact details, discipleship journey information (baptism date, growth track attendance dates), connect group details and team information.

The iKnow system uses the following protocols to ensure all data is secure

- **SSL Connections**
All connections to iKnow Church are made over SSL ensuring that no one can access any of your sensitive data.
- **iKnow Servers**
Each church has its own database to ensure that churches can only access their own data.
iKnow servers are only used to host iKnow Church clients and the server space is not shared by any other organisations.
- **User Permissions**
With iKnow, your church office controls who can access the different areas of iKnow. There are powerful access controls built into iKnow to ensure that only the right people can access your church data.
- **Backups**
iKnow create backups each night and these are stored for 30 days. All iKnow servers run RAID10 configuration and additionally the server farm is manned 24/7.

iKnow works on a permissions based structure. Only designated Alive Church staff have access to the full data within iKnow.

iKnow acts as a Data Processor for Alive Church. Further information on iKnow processes your information can be found here ...

<http://www.iknowchurch.co.uk/about/security/>

Alive Church uses Yeah Tickets for all event tickets. Yeah Tickets is a trading name of Illuminate Group Limited. Yeah Tickets acts as a Data Processor for Alive Church. Further information on how Yeah Tickets process your information can be found here...

<https://www.illuminategroup.co.uk/privacy-policy>

Alive Church also uses Google GSuite with all of it's staff, team leaders, ministry leaders and key volunteers. Google GSuite acts as one of Alive Church's Data Processors. All Alive Church Google Accounts are password protected by 2-step security.

Further information regarding how Google processes your information on our behalf can be found here ...

<https://cloud.google.com/terms/data-processing-terms>

Alive Church uses www.breathehr.com as the data processor for staff data. Further information regarding how breathehr processes your information on our behalf can be found here...

<https://www.breathehr.com/privacy-policy>

Your information is sometimes used away from the registered office. Alive Church permit the access to iKnow and Google Accounts outside of the office. Your information may be sent via email between alivechurch.org.uk email addresses. Your information will not be emailed outside of the alivechurch.org.uk domain.

Alive Church do permit the keeping of paper registers and some forms. Paper records are always stored in locked cabinets and are transported inside folders to ensure they can not be viewed by unauthorised persons.

Financial Information

Standing Orders

Once we receive your information it is transferred onto password protected files and saved to an online cloud based Google Account. These password protected files can only be accessed by designated Alive Church staff. Original Paper copies are then sent to your bank in order to set-up the Standing Order.

Electronic Giving (payment by card using the envelope scheme)

Once we receive your information it is used to process your giving via our card payment machines. The card information on the original paper envelope copy is then cut out and shredded. Once processed your card details are not stored by Alive Church. The remaining information on the envelope is then transferred onto password protected files and saved to our online cloud based Google Account. These password protected files can only be accessed by designated Alive Church staff. In order to process Gift Aid your information is transferred to www.fundfiler.com.

Fundfiler act as a Data Processor for Alive Church in regard to Gift Aid. For further information on how fundfiler process your information please visit

https://www.fundfiler.com/terms.aspx#Privacy_Policy

The remainder of the giving envelope is kept in a secure locked cupboard for 7 years in accordance with the requirements of HMRC.

DBS applications

DBS status, where applicable, is stored on Google Drives administered by Alive's Safeguarding Officers. These password protected files can only be accessed by designated Alive Church staff. The records of DBS searches are recorded simply as status, viz. submitted, clear etc. Original paper DBS disclosures are destroyed.

DBS applications are processed through Groundlevel. Groundlevel acts as a Data Processor for Alive Church in regard to DBS applications. To view how Groundlevel will handle your information please visit

www.groundlevel.or.uk/privacynotice

Job Applications

All job applications to Alive Church are received through the email hr@alivechurch.org.uk. Once we receive your information it is stored on a password protected Google Account. These password protected files can only be accessed by designated Alive Church staff.

Employees

All information regarding those who are employed by Alive Church is stored on a password protected Google Account and with www.breathehr.com. These password protected files can only be accessed by designated Alive Church staff. Alive Church share employee information with Smethurst and Buckton Accountants, as one of our Data Processors in regard to Payroll.

You can find further information about how breathehr process your information by visiting: www.breathehr.com/privacy-policy

You can find out further information about how Smethurst and Buckton process your information by visiting: www.smethurstandbuckton.co.uk

Photos and Videos

Here at Alive we categorise Photos and Videos into 2 categories:

1: Photos of activities and human interaction:

Photos that show activities of the church that could not be deemed as revealing 'religious beliefs'. Photos such as shots in social spaces, conversations, community groups, connect group socials etc.

In this instance Alive Church do not seek to gain explicit consent from you. We will never publish or use your photo with any other data that can identify you (such as your name) without your explicit consent

2: Photos of 'Religious Beliefs' and photos of Children, young people and vulnerable adults:

Photos that show activities such as worship, prayer, baptism, dedication etc. or photos of Children, young people or vulnerable adults:

In this instance...

Alive Church will only every take, store and use your photo having ensured you (or your parent / guardian) have given explicit permission for us to do so.

That consent will be a written record, signed and dated.

We will never take, store, share or use a photo or video of you without your (or your parent / guardian) explicit permission.

You (or your parent / guardian) can decide not to grant us explicit permission to take, store, share or use a photo or video of you.

You (or your parent / guardian) can withdraw your explicit permission at any time and ask us to delete any photos or video that we hold.

When we can use your information

We collect and use your information in the following situations:

- Where we believe it is necessary to use your information to comply with a **legal obligation** to which we are subject
- Where our use of your information is for the purposes of our **legitimate interests** and we have made sure that your information, and your rights in relation to that information, are protected.

- Where we have your **consent**. We will rely on your consent to:
 - Use your information for marketing to you by email, text message and other methods of electronic communication from time to time in accordance with your data choices.

Where we rely on consent to use your information, you have the right to withdraw that consent at any time. Please see the '**Your choices and rights**' section of this policy for more details.

Who will we share your information with?

Acts Trust

Acts Trust is a Lincoln-based charity (charity number 1119911) founded by Alive Church in 2006, with the aspirational goal of poverty elimination in the City. Alive Church work in close partnership with Acts Trust and therefore will share your information with Acts Trust for the purposes of keeping you up to date with the work of Acts Trust and providing opportunities for you to serve the work of the charity.

You can object to us using your information in this way by writing to dataprotection@alivechurch.org.uk or FAO Data Protection Lead, Alive Church, 22 Newland, Lincoln, LN1 1XD

Facebook Messenger + Groups

A number of the Teams and Connect Groups across Alive use Facebook Messenger and Facebook Groups / Pages to communicate with team and connect group members. You can find more information on how Facebook handle your information here ...

<https://www.facebook.com/about/privacy/update>

Mailchimp

Alive Church uses Mailchimp to send emails regarding upcoming events, newsletters, team and connect group updates. Alive Church treat Mailchimp as one of our Data Processors. You can find more information on how mailchimp handle your information here ...

<https://mailchimp.com/legal/privacy/>

We promise we will never share your information with anyone else.

The period for which we will keep your information.

We will keep your information for as long as is necessary for us to fulfill the purposes that we describe in this policy.

Your information is removed and destroyed at your request, on your death or once you have left the church following a period of 6 months of non-attendance.

Your Choices and Rights

You have a number of rights in relation to your information, and can make a number of choices about how we collect and use it. For example, you can decide not to receive marketing material from us, tell us how you want to receive communication from us, and object to some of the ways in which we use your information.

Please note that some of the choices or changes you make may impact our ability to communicate with you, pastor you and connect you to groups and teams that may benefit you.

You can log into the 'Me' section of iKnow www.iamalive.org.uk to:

- **Access and update** the contact and personal details we hold about you
- **Opt-out** of receiving communications to your device and/or telephone including calls to your mobile or other number, SMS, and email from us

You can contact us using the details below to:

- **Request access** to your information if you cannot locate it in iKnow, www.iamalive.org.uk
- Ask that we **update, complete or correct** your information if you are unable to do so in the 'Me' section of iKnow, www.iamalive.org.uk
- Ask that we **erase or restrict** our use of your information
- **Request that we provide your information to you** in a commonly used electronic format and to **have that information transmitted directly to another organisation** (this is known as the right to data portability)
- **Object** to Alive Church using your information in certain circumstances.

If you are concerned about how your information is used, please contact us at dataprotection@alivechurch.org.uk or FAO Data Protection Lead, Alive Church, 22 Newland, Lincoln, LN1 1XD. Alternatively, you have the right to complain to the Information Commissioner's Officer.

Who we are

We are Alive Church Lincoln Limited, Registered Charity No: 1140435. Registered Company No: 7494717. A company limited by guarantee having no share capital. A member of the Evangelical Alliance. Part of the Groundlevel Network of churches.

Our registered office is Alive House, 22 Newland, Lincoln, LN1 1XD. We are the Data Controller. Get in touch by contacting the Data Protection Lead at the above address, or you can contact the church on 01522 542166 to raise any questions or concerns.

