

Bridge Church Newbury

Privacy Policy

1. **Our commitment to your privacy.**

At Bridge Church Newbury, we are committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit us or our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes. This policy sets out how we will deal with any personal information we collect from you or that you provide to us. We will collect and deal with your personal information in accordance with the Data Protection Act 2018 (incorporating the General Data Protection Regulation - GDPR). For the purpose of the Act, we are the data controller of personal data we hold about you. Any questions regarding this Policy and our privacy practices should be sent by email to info@bridgechurchnewbury.co.uk. By using our website, you are accepting the terms of this Policy.

2. **Who are we?**

We are Bridge Church Newbury, which is part of the Commission group of churches within Newfrontiers. Bridge Church Newbury is a Charitable Incorporated Organisation, Registered Charity No. 1166866.

3. **How do we collect information from you?**

We obtain information about you in several ways, including when you:

- meet us at church,
- register to receive our weekly Church newsletter
- give us your details at one of our events or activities
- register your children for one of our events
- apply for or attend one of our events or activities (paid or free)
- contact us on one of our online platforms such as (but not exclusively) our website, Twitter, Facebook or Instagram
- contact us directly by telephone, electronically, post or in person
- make a donation to the church
- apply for a position, paid or voluntary

4. **What type of information is collected from you?**

The personal information we collect might include:

- your name,
- phone number,
- address,
- email address,
- date of birth,
- gender,
- nationality,
- your contact preferences
- bank details
- legally required data for the processing of DBS checks.

- details of communications with you,
- images of you taken at participatory and public events.

If you make a donation or payment online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

5. **How is your information used?**

We may use your information to:

- process a donation that you have made,
- process other financial transactions between you and Bridge Church Newbury,
- seek your views or comments on the services we provide,
- notify you of changes to our services,
- send you communications which you have requested and also some which may be of interest to you. These may include information about special events,
- carry out our obligations arising from any contracts entered into by you and us,
- liaise about voluntary activities you are involved in with Bridge Church Newbury,
- administer Disclosure and Barring Service (DBS) checks in accordance with our safeguarding and employment policies.

6. **How long do we retain your information?**

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). Records relating to donations, gift aid declarations, DBS checks, safeguarding and similar will be stored for at least the time required by law. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. Information that is held on consent is only kept for as long as we have your consent to process that information. We will ensure that your information is confidentially destroyed at the end of the relevant retention period.

7. **Why do we collect and use your information?**

- You give us your personal data so that we can efficiently and effectively manage the administration of the church and the events and activities that we do, including providing appropriate pastoral care, monitoring and assesses the quality and effectiveness of the services we provide, and to fulfil our purposes as a church.
- Based on your contact preferences we use your details to keep you up to date with the latest information and forthcoming events. You can opt out of this at any time.
- When you make a donation to Bridge Church Newbury and choose to make a Gift Aid declaration this will be stored against your record and your Personal Details will be shared with HMRC.
- When you apply for a job (paid or voluntary), work experience, or to help on a serving team, we collect Personal Data as part of your application. For any role that requires a DBS (Disclosure and Barring Service) check to comply with safeguarding regulations, this data is shared with Thirtyone:eight (formerly known as CCPAS - Churches' Child Protection Advisory Service) and through these the relevant organisations required to perform the DBS check.
- When you visit our website we may automatically collect technical information about your session including the Internet Protocol (IP) address that connects your device to the internet, the type of device you use, your browser, operating system, and from where you

have arrived at our site. We do not link this information to anything that identifies individuals. This information enables us to analyse how the website is used, and where improvements can be made.

- We use essential and non-essential cookies on our website. A cookie is a small text file of letters and numbers that gets put onto your computer when you visit a website. This allows the site to distinguish you from other users. Essential cookies are required to login or to purchase items from our website. Non-essential cookies are used to track how you use and interact with our website and for analytical purposes and to monitor the efficacy of digital advertising. Cookies are not normally linked to information that allows us to identify individuals.

8. What is our lawful basis for using your information?

We have various scenarios under which we may use your information, and for each have identified a lawful basis, as described below:

- a) Consent: Where you have voluntarily subscribed to a Bridge Church Newbury emailing list and explicitly consented to receiving our emails. At any time you can unsubscribe or withdraw that consent and we will stop using your personal information for the purpose(s) of that consent.
- b) Legal obligation: For maintaining and reporting financial accounting information for up to 6 years from the end of the tax year in which a financial transaction was processed and information relating to safeguarding interests.
- c) Legitimate interest: We will retain and use your contact details for event planning, internal statistical and reporting purposes.

9. Where do we store your personal data?

We are committed to holding your personal information securely. We may store your information on computers, in paper form, or both. All computers that store any personal information are password protected.

10. Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. Your information will be available to a restricted number of people for whom it is deemed necessary, i.e. staff, elders, trustees and occasionally volunteers, to process some transactions, in the case of an emergency, or safeguarding (including, but not exclusively, for things like children's camps and trips). If legally required we may disclose your information to the police, regulatory bodies or legal advisors. We will only share your data in other circumstances with your consent. We do not share your information with anyone outside the church except as described in this policy.

11. Third Party Service Providers working on our behalf.

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations). When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place

that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond Bridge Church Newbury for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

12. Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us about the vital work we do, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. We will not contact you by email, phone, post or text message unless you have given your prior consent. You can change your preferences at any time by contacting us by email at info@bridgechurchnewbury.co.uk

13. Your rights and your personal data

With regard to the personal data Bridge Church Newbury holds about you, you have the right to:

- Request a copy of the data held,
- Request correction to any data found to be inaccurate,
- Request erasure of data which is no longer reasonably required,
- Request withdrawal of consent to use your data,
- Request provision of the personal data to the data subject,
- Lodge a complaint with the ICO.

14. How you can access and update your information

The accuracy of your information is important to us, so if you change email address, or if any of the other information we hold is inaccurate or becomes out of date, please email us at: info@bridgechurchnewbury.co.uk You have the right to ask for a copy of the information Bridge Church Newbury holds about you (we may make a charge for such requests) to cover our costs in providing you with the information.

15. Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address, etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. When paper files with Personal Data are no longer needed, they are securely shredded. If there is a breach of data that is likely to have a detrimental effect on individuals (for example, result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage), Bridge Church Newbury will notify the Information Commissioners Office within 72 hours of becoming aware of the breach. Any individuals affected will also be notified within this timeframe.

16. Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information for lawful uses, e.g. Safeguarding, to detect or reduce fraud and credit risk.

17. Links to other websites

Our website may contain links to other websites run by other organisations. This Privacy Policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if accessed by using links from our website. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

18. Children aged 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

19. Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

20. Review of this Policy

We keep this 'Privacy Policy' and the associated 'Data Protection Policy and Procedures' under regular review. This Privacy Policy was updated in May 2020 and reviewed in February 2021 and May 2025. The next review will be before the end of February 2028.