

City Hope Church Privacy Policy

City Hope Church is affiliated to the Evangelical Alliance and part of Newfrontiers. City Hope Church is a great community of people living and working in London. We have a rich history of serving people and communities in this area over many generations. Our vision is to be a growing, thriving and diverse church that brings the good news of Jesus to many people in our city and beyond.

The information you provide will be held under the General Data Protection Regulation 2018. We will do all we can to protect your privacy and to make sure any personal information you share with us is stored securely.

We value and respect everyone who connects with us. In line with our Christian beliefs, our aim is to be as clear as possible about how and why we use information you give us. If your questions are not fully answered by the information below, please contact Rebecca Whittlesea, our data lead, who will be happy to help. Email office@cityhope.london or telephone 020 7993 3934.

Compliance with the General Data Protection Regulation 2018 underlies all of our personal information privacy practices. We also have a Data Protection policy which governs how we use the information that we collect about you.

Data Protection Statement - City Hope Church's data protection statement is as follows:

Keeping your data secure is very important to us. By providing your personal details you agree to allow City Hope Church to contact you on the basis of the consents you have given us. You can edit, update or withdraw your personal data at any time. We will never give or sell your personal data to external individuals or organisations. For more information telephone 020 7993 3934.

How we collect information about you - We collect personal information each time you are in contact with us. For example when you complete a Get Connected card, become a member, make a donation, book into an event or send us an email.

City Hope Church does not receive or hold any credit card details for donations/payments made via our websites. Secure Server Software (SSL) is used to encrypt all credit card information sent from this website.

Why we collect information about you - We collect information about you for the following reasons:

- To provide you with information about our work including membership-related mailings, events and to tailor this kind of information according to your location and expressed interests.
- To ask for financial and non-financial support, such as prayer.
- To process donations you give us and to ensure they are recorded correctly.
- To keep records of your relationship with us; for example; what events you have attended, what enquiries or complaints you have made or what areas of our work you have supported.
- To customise the information and appeals we send to ensure we work in the most cost-effective way and only send information which is appropriate to you.
- To enhance or improve your experience on our website. When you indicate your preferences through your use of our site, we may use this information to personalise the site to better meet your needs.

Keeping us up to date with your details and contact preferences - Please tell us as soon as any of your contact details change so that we can keep our records up to date. You can update your own details on My Church Suite if you have chosen to use this facility.

You can change the way we contact you or the kind of material we send you at any time by contacting us by mail, phone or email using the contact details above and below.

You can unsubscribe from our regular emails at any time by using the 'unsubscribe' or 'change preferences' links on the email you have received.

Who sees your information? - The information we collect will be used exclusively within City Hope Church. We do not pass any of your personal information to any other organisations and/or individuals without your express consent, with the following exceptions:

We use third party applications such as Church Suite to store and process your data, and you can access their Privacy Notice on their website. Your data will only be visible to others in Church Suite if you choose to make it visible. You can update your preferences at any time by logging into My Church Suite.

To minimise the risk of unauthorised disclosure of your information, we may use some of your information to verify who you are when you contact us.

Our use of your information - The information that you provide to City Hope Church will be used to provide you with information about our work including membership-related mailings, events, resources, fundraising and other services and activities described on our website. By providing information you are agreeing to receive mailings that communicate the work of City Hope Church.

City Hope Church uses MailChimp to send regular emails. By providing us with your details you are giving City Hope Church your express permission to transfer your data to MailChimp. If you do not give this permission then City Hope Church will not be able to send emails to you. Each time you receive an email you will be able to update your preferences and subscribe or unsubscribe from regular emails via MailChimp.

City Hope Church may carry out analysis of the personal information we collect about you to create a profile of your interests and preferences so we can contact you in the most appropriate way and with the most relevant information.

How long do we keep your information? - The length of time we keep the information you have given us depends on the context in which you provided it. We will only keep information that is necessary for us to provide membership mailings, other resources and for statistical purposes.

We will keep records of any financial transactions you enter into with us for a minimum of six years. This will enable us to meet with accounting requirements and respond to any questions from you that arise during that period. Gift Aid declarations and transactions must be kept for a minimum of 12 years after the Gift Aid is no longer valid.

Viewing the information we hold about you - You may request details of all the information City Hope Church holds about you by submitting a written request to Rebecca Whittlesea, Operations & Communications Manager: City Hope Church, 121 Drummond Road, London, SE16 2JY, or telephone 020 7993 3934 or email office@cityhope.london.

Cookies - We make use of cookies to enable us to analyse how visitors to our websites are using them and what pages they are visiting. This enables us to customise and personalise the content on our website. Cookies make the interaction between users and websites faster and easier. Without cookies, it would be very difficult for a website to remember the user's preferences or registration details for a future visit.

We use websites such as Vimeo to embed videos on our website and you may be sent cookies from them via our site. Please look at the cookie and privacy policies on this third party site if you want more information about this. We also use third party suppliers such as Facebook, Eventbrite and Google analytics and these suppliers may also make use of cookies.

As some of these third party services may be based outside of the UK and the EU they may not fall under the jurisdiction of UK courts.

What is a Cookie? - A cookie is a piece of information in the form of a very small text file that is placed on an internet user's hard drive. It is generated by a web page server, which is basically the computer that operates a website. The information the cookie contains is set by the server and it can be used by that server whenever the user visits the site. A cookie can be thought of as an internet user's identification card, which tells a website when the user has returned.

This policy was last updated 04May2018 but will be subject to regular review. Please revisit it each time that you consider giving personal data.