



# King's Church Chessington

## Privacy Policy

### 1. Introduction

Your privacy is important to us. We are committed to safeguarding the privacy of your information. This document sets out what personal data King's Church, Chessington or The King's Centre ("we"; "us"; "KCC"; "TKC") may hold about you, why we hold it and how it is processed and protected.

### 2. What personal data might we hold and why?

**If you are a member of King's Church, Chessington** we typically hold your address and contact details so we can

- 1) keep a formal record of who is in membership
- 2) contact you with membership related matters such as members' meetings, votes, church finances in addition to notification of prayer meetings, services, staff appointments, upcoming events, help needed at the centre
- 3) provide appropriate pastoral support.

We also request a photo, which together with your contact details, helps your church family to connect with you. We may also hold your date of birth to help us plan age-related events and activities.

**If you consider KCC your home church but you are not a member**, we typically hold your address and contact details so we can

- 1) keep a formal record of those who regularly worship with us
- 2) contact you with matters related to church life such as notification of prayer meetings, services, staff appointments, upcoming events, help needed at the centre
- 3) provide appropriate pastoral support.

**For all those who regularly worship at KCC (members and non members)** we typically record your gender, marital status and partner's name, to help us connect with you and provide appropriate pastoral care. We also record – where appropriate - what small group(s) you belong to and what rota team(s) you serve on. This allows us to administer these teams / groups and provide rota reminders via email and / or text message. It also helps your church family to connect with you by making your contact details visible to other members of your small group(s) and rota team(s).

We have a duty of care for all those who consider KCC their spiritual home and hence from time to time we may record notes about pastoral issues / concerns including agreed next steps.

**If you are new to the church (and have filled-in a Welcome card)**, we typically hold your email address and phone number, so we can contact you about the church.

**If you have made a financial donation to the church** (a UK registered charity 1190218), we have a legal obligation to record the amount(s) given, including Gift Aid information.



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**If you subscribe to the KCC weekly email newsletter**, we record your name and email address.

**If your child attends one of the KCC church youth groups and / or holiday clubs**, we record your contact phone number(s) in case of an emergency and your email address to contact you about group related matters such as the group programme, group holiday and group events. To assist us in safeguarding your child, we also need details of any medical conditions or special needs they may have. To help administer the group, we also record your child's attendance

**If you attend one of a regular King's Centre groups run by KCC staff (such as Rainbow Tots, Bowls)**, we typically hold your contact phone number so we can advise you of any last minute changes or cancellations e.g. due to adverse weather. To help us administer the group, we typically record attendance. We may also record an emergency contact phone number.

**If you have signed-up to attend an event**, we typically hold your phone number and / or email address so we can contact you about the event.  
From time to time we may also email you about other events we feel may be of interest to you e.g. carol services. However, be assured we are fully aware of our responsibility not to "spam" people, so any such "direct marketing" communications will be kept to (at most) one or two a term.

### 3. How is your personal data stored and protected?

The majority of personal data is stored in our church database ChurchSuite. The database is physically held in the UK in very secure conditions by ChurchSuite on our behalf. You can read Church Suite's privacy notice through this link  
<https://churchsuite.com/privacy-policy/>

Access to ChurchSuite is strictly controlled and protected. Access is only given to those members of staff and those volunteers who have a requirement to do so. Access is protected by passwords, PINs and other measures.

A subset of personal data is available - via My ChurchSuite - to those who regularly worship at KCC. We encourage everyone who considers KCC to be their home church, to register for My ChurchSuite. Not only does this help you connect with others in your church family, but you can also use My ChurchSuite to keep your details up-to-date and to maintain your privacy settings (i.e. who can see what) and what sort of communications you'd like to receive from us (by email, text, phone, or post).

Regardless of whether you use My ChurchSuite or not, we will contact you annually to check that the information we are holding about you is accurate and that you agree to us holding it. As part of this process, you have the opportunity to update your details; change your privacy settings; and change your communication settings. As part of this



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annual process, or at any other time, you have the option “to be forgotten” i.e. removed from our database.

#### 4. **Controlling what types of communication you receive from us**

If you are part of the church or have a child in one of the youth groups, we will check with you what type of communications you would like to receive from us. (If you simply come along to a group meeting at the centre – such as Rainbow Tots or Bowls - we will only contact you in very limited circumstances so the following does not apply.)

There are 5 options which you either give consent (“tick”) or not (leave “unticked”). Even if you leave an option “unticked” there are times when it is necessary for us to contact you – either to fulfil an obligation we have or a responsibility you have. For example if your child is very unwell during a youth group session, we will call you even if you have left “Receive Phone Calls” unticked. This basis for contacting you is called “legitimate interest” in the UK Data Protection legislation.

The 5 options are:

- **Receive General Emails;**  
If you tick this and you have a child in one of the youth groups, you give consent to receive occasional emails about "child-friendly" events such as the Easter Experience or the Big Day Out. If you leave unticked you may still receive emails about your child's youth group such as socials and holiday clubs. If you tick this option and KCC is your home church, you give consent to receive occasional emails about (for example) helping set-down after an event, as well as church news such as staff appointments. If you are a member of KCC, and you leave this option unticked, you may still receive emails about staff appointments, church finances and the like. You will also receive emails with information on members' votes.
- **Receive General SMS:** If you tick this and you have a child in one of the youth groups, you give consent to receive occasional texts about (for example) when booking opens/closes for a holiday club. If you leave unticked you may still receive texts about your child's youth group such as bad weather cancellations, changes of venue for socials. If KCC is your home church you give consent to receive encouragements to come to the monthly prayer meeting and occasional texts such as requests to help set-down after an event or volunteer at the Big Day Out.
- **Rota Reminders:** If KCC is your home church and you serve on a rota, you can tick to indicate you would like to receive automated reminders that you are serving soon.
- **Receive Phone Calls:** Even if left unticked, we will always contact parents should a serious situation or emergency occur. If KCC is your home church and you leave unticked we may still phone you to (for example) discuss a ministry you are involved with, if an email is not deemed appropriate.



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- **Receive Post:** Even if you leave unticked, parents will still receive letters concerning their child's youth group - either when dropping off their child or brought home by their child. Similarly, if KCC is your home church, and you leave unticked, you may still pick-up at church, letters about church staff appointments, church finances and the like. If you are a member of CEC, we may post ballot papers to your home address should you not pick them up at church.

These settings have no impact on whether you receive (or not) the weekly church email. The weekly church email has its own subscribe and unsubscribe mechanisms.

#### 5. **Who do we share your personal data with?**

You can be assured that we will treat your personal data as strictly confidential. It will only be shared with third parties where it is necessary to carry out a task (see below); or where you have given us consent; or where we are legally required to do so. At the time of writing, the only instances where we share your personal data are shown below:

- If you consent to receiving information by text message (e.g. rota reminders) then you consent to your name and mobile number being shared with TextLocal, who physically handle the messaging on our behalf. You can read TextLocal's privacy notice through this link <https://www.textlocal.com/legal/privacy/>.
- If you consent (subscribe) to receiving our weekly email newsletter, you also consent to your name and email address being shared with MailChimp, who physically handle the emailing on our behalf. You can read MailChimp's privacy notice through this link <https://mailchimp.com/legal/privacy/>.
- If you pay online (e.g. via our website) to attend a KCC or TKC event, you consent to your credit card details being sent (encrypted) to Stripe who handle the payment processing on our behalf. Stripe is a leading provider of payment services. You can read Stripe's privacy notice through this link <https://stripe.com/en-gb/privacy>. Neither KCC nor ChurchSuite store your credit card details.

#### 6. **How long is your personal data retained?**

Our general rule is to keep your data no longer than necessary. As noted above, we operate an annual review process to check that the information we are holding about you is accurate and that you wish to continue connecting with us. We may also use attendance records to help us decide whether to remove your / your child's details.

As part of the annual review process, or at any other time, you have the option "to be forgotten" i.e. removed from our database.

We keep some records for an extended period of time. For example, it is current best practice to keep financial records for a minimum period of 6 (tax) years to support HMRC audits. We are legally required to keep details of marriages. We also keep a record of (adult) baptisms.



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#### 7. Requesting access to your personal data

Under UK Data Protection legislation, you have the right to request details of what personal data we hold about you. To make a request for your personal information, please contact the Data Protection Compliance Manager;

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the Data Protection regulations.
- be “forgotten” i.e. have your personal data erase

For further information on how your information is used; how we maintain the security of your information; and your rights to access information we hold on you, please contact the Data Protection Compliance Manager (as defined in the data protection complaints policy).

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner’s Office at <https://ico.org.uk/concerns/>

#### 8. Contact

If you would like to discuss anything in this privacy notice, please contact the Data Protection Compliance Manager (as defined in the data protection complaints policy).

#### 9. Trustee Approval

The trustees of King’s Church, Chessington formally adopted this Privacy policy at the trustees meeting held on 29th March 2021.

Version History		
Rev 1	Approved for use by CEC Trustees	30 <sup>th</sup> April 2018
Rev 2	Updated with new section on controlling what types of communication	11 <sup>th</sup> March 2019
Rev 3	Adopted by KCC trustees for use by King’s Church Chessington CIO	29 <sup>nd</sup> March 2021



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