

## Winners Place Guildford Privacy Notice

### 1. Notice

This Policy was last Updated on 24<sup>th</sup> October 2018

The Redeemed Christian Church of God was established in 1952, with presence in over 190 countries of the world. **Winners Place Guildford is a Charitable Organisation registered with the Charity Commission (Charity No. 1142019).**

This Privacy Notice explains what to expect when Winners Place Guildford collects and uses your personal information. Please endeavour to read this notice carefully, and if there are further enquiries about data protection and privacy policies, please contact our Winners Place Guildford Team:

**Address:** 1 Farnham Road

Guildford, Surrey. GU2 4RG.

**Phone:** 01483361129/07496614923 or

**Email:** [Info@rccgwinnerplace.org.uk](mailto:Info@rccgwinnerplace.org.uk)

### 2. Scope

All data subjects whose data is processed by Winners Place Guildford.

As a regular worshipper or someone in an employer / employee relationship with Winners Place Guildford, there are many ways you can use the services we offer, some of which require you to share your personal data with us. In these instances, we act as the data controller, making us responsible for deciding the purpose and means for dealing with your personal data.

Our Privacy Policy explains:

- what personal data we collect about you during your engagement with our services, why we collect it, who it goes to and how long we keep it
- how we use your personal data
- how we protect your personal data
- your legal rights in respect of your personal data, including how to access and update the information we hold about you.

### 3. Responsibilities

Our responsibility is to ensure that this notice is made available to potential data subjects prior to collecting/processing their personal data.

All Winners Place Guildford Members who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention, and their consent to the processing of their data is secured by opting in.

### 4. Our Promise

Winners Place Guildford is committed to respecting your privacy and ensuring the personal information you have entrusted to us is held securely. We process personal information in accordance with the General Data Protection Regulation (GDPR) May 2018. GDPR strengthen your right to privacy and give you control over the personal information that organisations hold about you.

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### 5. We collect personal information in the following ways:

#### Directly from you when you:

- Register for Winners Place Guildford events;
- Make a donation;
- Join our passionate volunteer workforce including serving as valuable trustees;
- Contact us with an enquiry via our website;
- Complete a First Timer form for any of our services;
- Complete a survey;

### 6. Fair Processing Notice

#### What is Personal Data?

Under the EU's General Data Protection Regulation:

Personal Data is defined as “any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

#### The Personal Information We Collect:

- Personal identifiers such as your **title, name and year of birth**;
- Contact details including **postal address, postcode, email and telephone number**;
- Financial information such as your **bank details**;
- Whether you are a **UK taxpayer**;
- **Spouse, Children**, when you are registering for some of our events
- Letters you write to the Winners Place Guildford ;
- Records of your contact with us.
- Your educational information, such as course of study and level.

#### Sensitive Personal Data

- The Data Protection Act recognises some information as ‘sensitive personal data’. This includes, but is not limited to, information which reveals your religious beliefs, health records, race or ethnic origin.
- Winners Place Guildford is a Church committed to preserving its Christian ethos and its beliefs in accordance with our statement of faith (further details are available on our website <http://www.rccgwinnersplace.org.uk/about-us/> ). Where necessary and consented to, we may collect details about your personal faith.
- Additionally, we collect details about any health concerns or disability you have disclosed so we can meet any additional service requirements.

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- We also receive prayer requests, and the information may reveal sensitive personal data. As a praying church, we may share and pray for these needs at our internal prayer sessions.
- We will always treat any sensitive personal data we process with greater care and process the information in accordance with the Data Protection Act.

**Why We Collect Your Personal Information**

- To carry out our primary objective which is to advance the Christian. The benefit of being on our correspondence list is that you get information about our outreach events, training for both spiritual and physical development and real-time information on how we are reaching out to our community and responding to your queries and acknowledging the donations you make. You may also get a notification on Prayer and Fasting Programmes, notification on consultations that affect the Christian Faith, notification of other events on the Christian Calendar globally.
- To reclaim tax on Gift Aid donations, if applicable.
- To verify that you are over 18 and if not, obtain permission from your parent/guardian to process your information or accept any regular donations.
- To enable us to take greater care when engaging with our senior citizens
- When you visit our website, we may gather information about which pages you visit to help us improve and provide you with the best service.
- To determine and improve the effectiveness of our website and publicity campaigns.
- To keep you informed about our activities.
- To enable us to contact you with relevant and the most appropriate information.
- To manage and coordinate our volunteers.

Purpose/activity	Lawful basis for processing including basis of legitimate interest
Notice of upcoming events, programs and for important communications relevant to your worship experience.	Necessary for our legitimate interests (for running our business)
Managing payment, including: <ul style="list-style-type: none"> <li>• Receiving your giving to the church</li> <li>• processing invoices and payments, including card and direct debit payments</li> </ul>	Performance of a contract with you Necessary for our legitimate interests (meeting our financial obligation)
Vetting for performing any specialized role in the church such as working with children and vulnerable people, serving as a trustee or ordained worker or providing pastoral care	Necessary to meet our legal obligations Necessary for our legitimate interests (for running our business) our consent (in respect of sensitive personal data)

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Provision of urgent medical support	Compliance with our legal obligations Your consent (in respect of sensitive personal data)
To meet our legal obligations, including: <ul style="list-style-type: none"> <li>• data management, including to assess and maintain the quality of data stored, and deal with returned mail and bounced emails, whilst performing analysis on the completeness and correctness of data</li> <li>• to meet our regulatory reporting obligations.</li> </ul>	Necessary to meet our legal obligations  Supporting activities performed under your consent and the substantial public interest (in respect of sensitive personal data)
Promotional communications, including to: <ul style="list-style-type: none"> <li>• Flyers for outreach</li> <li>• Ministry magazines</li> <li>• Promotions in social media</li> <li>• Ministry books</li> <li>• communicate non-essential information and send relevant promotional information</li> </ul>	Legitimate interests (to improve our business offerings) Your consent (if received)
IT system administration, to administer internal systems including maintaining access rights, troubleshooting issues and maintaining databases and backups.	Performance of a contract with you Necessary for our legitimate interests (for running our business)
CCTV images and photographs taken at our events.	Necessary for our legitimate interests (for running our business) Necessary to meet our legal obligations  Supporting activities performed under your consent and the substantial public interest (in respect of sensitive personal data)
Archiving your collected data to support assessment queries, professional standards investigations and general customer queries.	Performance of a contract with you Necessary to meet our legal obligations

**How Winners Place Guildford uses your information**

- Winners Place Guildford will process – that means to collect, store and use – the information you provide in a manner that is compatible with the EU’s General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept, but in most cases, Winners Place Guildford will use its discretion to ensure that we do not keep records outside of our normal business requirements.

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- Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.
- We may pass your personal data on to our service providers who are contracted to Winners Place Guildford in the course of dealing with you. Our contractors are obliged to keep your details securely and use them only to fulfil the service they provide you on our behalf such as registration or payment processing. Once your service needs has been satisfied, or the case has been closed, they will dispose of the details in line with our record retention procedures. If we wish to pass your sensitive personal data onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

### Contact Permissions

- We love sharing news about what God is doing through the Church and the resources including events organised to advance our primary objectives. This includes sending you information about our work, news, events, information on volunteering and prayer requests.
- **Email and text Contact:**  
We will ask for your permission to contact you by email or text for Outreach purposes.
- **Postal Contact:**  
From time to time we may send you information about our work unless you have told us you would prefer not to receive this information by post. If you have registered with the Mail Preference Service (MPS), we will only send you Outreach communication by post if you have given us permission to do so.
- **Telephone Contact:**  
We may call to update you on the vital work we are doing and to follow up on your spiritual growth. If you have registered your number with the Telephone Preference Service (TPS), we will only make outreach calls to you if you have given us permission to do so.

By consenting to this, you are giving us permission to perform those actions.

- Winners Place Guildford is committed to respecting your choice to receive marketing information. You can update your permission and contact preferences at any time by:
  - Calling: 01483361129/07496614923
  - Emailing: [Info@rccgwinnersplace.org.uk](mailto:Info@rccgwinnersplace.org.uk) and let us know if you would prefer not to be contacted or when best to contact you.
  - Clicking the 'unsubscribe' link included in each email communication or text message we send.

### Who We Share Your Information With

Winners Place Guildford is part of the global RCCG family with presence in over 190 countries both inside the European Union and outside the European Economic Area (EEA). We will only share personal information as is necessary to fulfil our administrative needs.

Winners Place Guildford is committed to ensuring that where data is to be transferred overseas, adequate levels of data protection safeguards when processing your personal information are in place.

We may also share your personal information with trusted third parties where they are contracted to develop or maintain our systems.

## Winners Place Guildford Privacy Notice

We monitor information security compliance and have written contracts which obligate our partners or third-party providers to process your personal information only on our instructions and in accordance with applicable data protection and privacy laws.

Winners Place Guildford and any of its affiliate entities may be under a duty to disclose your personal information where required in order to comply with any legal obligation.

### How Long We Keep Your Data

Winners Place Guildford will only keep your personal information for as long as it is required and in accordance with statutory requirements. For example, HMRC requires that we keep a record of your name, address and Gift Aid declaration for six years from the date of your last donation. Where the information is no longer required, we will ensure that it is disposed of in a secure manner.

If you have indicated that you do not wish to hear from us in the future, we will keep the minimum information necessary to ensure we avoid contacting you any further.

### Your Information Rights and Choices

The Data Protection Act (DPA) gives you the right:

For more information about your information rights visit [www.ico.org.uk](http://www.ico.org.uk)

### What are my rights?

You may have the right to:

- Request access to your personal data. You'll be able to request a copy of the personal data we hold about you and check that we're processing it legally.
- Request correction of your data. You'll be able to correct and update any incomplete or inaccurate data we hold about you, however, we may need to verify the accuracy of the new data you provide.
- Request erasure of your personal data. You'll be able to ask that we delete or remove your personal data where there is no good reason for continued processing. You'll also have the right to ask that we delete or remove your personal data where an objection to processing has been successful, where we may have processed your data unlawfully or where we're required to delete data to comply with local law.
- Object to processing of your data. You'll be able to request that we stop using your personal data:
  - for any directing marketing purposes
  - which is being processed based on legitimate interest, when you feel the processing impacts on your fundamental rights and freedom. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which would override your request.
- Request restriction of processing your personal data. This enables you to ask us to suspend processing your personal data in the following scenarios:
  - if you want us to establish the data's accuracy
  - where our use of the data is unlawful, but you don't want us to delete it
  - where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend a legal claim
  - you've objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it.
- Request transfer of your personal data to you or a third party. You can request that we transfer your data in a suitably accessible format to you and or a third party, where the data was provided with your consent.
- Right to withdraw consent, where we're relying on consent to process your personal data. This will not affect the lawfulness of any processing carried out prior to your request. If you withdraw your consent, we may not be able to provide certain products or services to you. We'll advise you if this is the case when you request to withdraw your consent.

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### What are the requirements and consequences of making a request?

Requests relating to changes to our handling of your personal data will generally be free of charge, and we'll aim to respond to all requests within one month. However, please note:

- We may need you to supply additional information to confirm your identity and ensure your right to access your personal data (or exercise your rights). This is to ensure that personal data is not disclosed unlawfully
- We may need to contact you to help speed up the resolution of your request
- Occasionally, it may take longer than one month to resolve your request, in these cases we'll notify you and keep you updated on timing
- Any requests to restrict or delete your data will limit your ability to access our services and products, and/or result in ending your relationship with us.

Please note that these rights apply by law, only to certain types of personal data and processing, and may not be applicable to your circumstance.

Please contact us if you wish to raise a concern about Winners Place Guildford's handling of your personal information, or compliment what you think we have done well using the details provided in this privacy notice. If you are not satisfied after we've tried to resolve your issue, you'll be entitled to lodge a complaint with The Data Protection Regulator, the Information Commissioner's Office (ICO). Please see the ICO website for further details, [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise any of the above rights, you'll need to contact us in writing using the details provided in this policy.

### Changes to this Privacy Notice

Winners Place Guildford will review our privacy notice regularly. The terms of this notice may be updated at any time for example, in the event of changes in law and how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide prominent notice on our website or send a notification. This notice was last updated in October 2018.

### COOKIES

Cookies are small text files that are placed on your computer by websites that you visit. Winners Place Guildford may use cookies to enable our website to function effectively, to improve your experience and to determine and improve the effectiveness of our website and marketing campaigns.

Here is a brief overview of the types of cookies we may use on our websites:

- We may use both "session" cookies and "persistent" cookies on the website. We may use the session cookies to keep track of you whilst you navigate the website; and for other reasonable uses. We may use the persistent cookies to enable our website to recognize you when you visit.
- Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.
- We may use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The

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information generated relating to our website is used to create reports about the use of the website. Google will store this.

- Our advertisers/payment services providers may also send you cookies.

Policy