Privacy/Data Protection Policy

New Life Church Letchworth CIO ("NLCL") has adopted this policy as we recognise the right of people to keep their personal information private. This privacy policy covers the Church's use of personally identifiable information that you provide and we collect or hold.

Are you aged 13-16 years? Check out our **Youth Data Protection Information Sheet**

DATA PROTECTION
This policy explains how NLCL complies with the UK General Data Protection Regulation(GDPR), the Data Protection Act 2018 (DPA), the Privacy and Electronic Communications Regulations (PECR), and the Data (Use and Access) Act 2025

By providing your personal details you agree to allow the Church to contact you by mail, email, telephone, SMS text message or social media platforms in connection with its charitable purposes. either on the basis of the consents you have given us or for our legitimate interests in accordance with current data protection regulations.

HOW WE COLLECT INFORMATION ABOUT YOU
We collect personal information each time you are in contact with us. For example, when you:

- provide your contact details, in writing or orally, to NLCL staff or volunteers;
- make a donation, by the completion of Gift Aid forms, via our website or electronic means;
- register for or attend a conference or other NLCL event;
- communicate with NLCL by means such as email, letter, telephone;
- face to face meetings with staff and volunteers;
- use the NLCL website
- access social media platforms such as Facebook, YouTube, WhatsApp, Twitter, Instagram

HOW WE USE YOUR INFORMATION
NLCL will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this privacy policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, we will only use and disclose your personal information as follows:

- to keep you informed by text and/or email as to church services, activities, resources and conferences;
- to establish and maintain your involvement with the NLCL, events you have attended, what areas and activities of NLCL you have supported, record and acknowledge any donation, to provide the products you have requested;
- to answer an inquiry or request for further information or complaint about NLCL, its services, activities and events;
- to register you for events and conferences;
- to assist us to make NLCL's websites, services and care more valuable to our community;
- for promotion of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;
- to maintain and accurately report Gift Aid according to the guidelines set out by HMRC;

- to improve our general ability to assist NLCL attendees and the wider community;
- to assist NLCL and its leadership with management of issues relating to NLCL; and
- to enable the Pastors of NLCL to occasionally personally and directly communicate with you.

WHO SEES YOUR INFORMATION

The information you provide to us will be held on computers in the UK and the European Union and may be accessed by or given to our staff at NLCL for the purposes set out in this policy or for other purposes approved by you. NLCL's staff and approved volunteers may process information, fulfil and deliver orders and provide support services on our behalf.

We do not sell or pass any of your personal information to any other organisations and/or individuals.

By providing us with your details you are giving NLCL your express permission to transfer your data to our service providers including database providers and mailing houses (such as MailChimp), to enable fulfilment of the purpose for collection.

Where such details are shared we have confidentiality agreements in place that restrict the use of your information to the purpose for which it is provided and ensure it is stored securely and kept no longer than necessary.

If you have given your consent to have your personal details included in our NLCL Member's Directory, then this information will be available to other NLCL Members (who have also given consent). This is distributed in an electronic and print form to NLCL Members.

SENSITIVE PERSONAL INFORMATION

NLCL may collect and store sensitive personal information such as health information, religious information (church attendance) when you and/or your family attend, register for church events and conferences. Your personal information will be kept strictly confidential. It is never sold, given away, or otherwise shared with anyone, unless required, by law.

There may also be times when you disclose sensitive personal information with the Eldership and Pastoral Team in times of crisis or care. This information will be kept in the strictest confidence and will only be shared with those individuals who are directly involved in the care process. The only exception to this would be if there are safeguarding concerns, then we are obligated to notify the relevant authorities.

The Eldership and Pastoral Teams work in accountability with one another to safeguard and ensure an appropriate level of care is being exercised and therefore will share among themselves what has been discussed.

You can ask at any time who has been informed of your sensitive personal information.

KEEPING DETAILS UP TO DATE

Please tell us as soon as any of your contact details change so that we can keep our records up to date. You can change the way we contact you, or the kind of material we send you, at any time by updating your communication settings by contacting us by mail, email or telephone using the contact details below.

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

ACCESS TO YOUR INFORMATION

You can request access to the personal information that NLCL holds about you by contacting the Church's Data Protection Officer (a role of the Operations Manager) as set out below. We will

provide you with access to your personal information unless we are legally authorised to refuse your request.

If you wish to change personal information that is out of date or inaccurate at any time please contact us. The Church will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. If you wish to have your personal information deleted please let us know and we will delete that information wherever practicable.

We may refuse your request to access, amend or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our decision and, in the case of amendment, we will note with your personal information that you have disputed its accuracy.

SECURITY
NLCL will take reasonable steps to keep secure any personal information, which we hold and to keep this information accurate and up to date. Personal information, held electronically, is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, NLCL cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information. We take security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Your information will be held for a reasonable period or as long as the law requires or permits.

If you cease to be an active member of NLCL, then your contact details will be destroyed within 12 months of leaving.

In the case of Gift Aid forms, we will adhere to current legal guidelines set out by the HMRC and these financial records will be kept for 6 years from the end of the accounting period they relate to. After this timescale has passed, the records will be suitably destroyed.

COOKIES POLICY
Cookies are small amounts of information that we store on your computer when browsing our website. Unless you changed your internet browser settings accordingly, our system will issue cookies to your computer when you view the website. Cookies make it easier for you to view and use the site during future visits. They also help to monitor website traffic and to personalise the content of the site for you but will not store save or collect personal information. You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on our site.

LINKS
Our website may also include links to other websites. Links provided by NLCL are for your convenience to provide further information. We use websites such as Vimeo and YouTube to embed videos on our website, service providers such as ChurchSuite, MailChimp and Google Analytics and you may be sent cookies from them via our site. Please look at the cookie and privacy policies on these third-party sites if you want more information about this. Users should therefore note they click on external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links.

SOCIAL MEDIA
NLCL uses social media such as Facebook, Twitter and WhatsApp. Users must verify authenticity of sites before posting or providing personal information on such sites.

Our website may provide social media buttons, permitting sharing our web content directly to a social media platform. Use of such buttons is at your own risk.

Unless it is material supplied or officially posted by NLCL we do not endorse social media website(s) and have no responsibility for the content nor for the cookies they may contain. NLCL does not ask for passwords nor personal details on social media. NLCL may use additional social media platforms in the future.

DOWNLOADS
Any documents or files made available to download from our website are provided at the user's own risk.

CHANGES TO THIS POLICY
The Church may amend this privacy policy from time to time to ensure compliance with changes or amendments to the law of the UK. Any amended version will be available upon request. We will also have a copy in due course on our website: nlcletchworth.co.uk

CONTACT DETAILS
If you would like any further information, or have any queries, problems or complaints relating to the Church's privacy policy or our information handling practices in general, please contact our Data Officer by: Emailing: nlcletchworth@googlemail.com or
Writing: Data Officer, Oakhurst, Stevenage Road, HITCHIN SG4 7JX

INFORMATION COMMISSIONER'S OFFICE
You can contact the Information Commissioner's Office (ICO) on 0303 123 1113 or via email http://ico.org.uk/global/contact-us/email/ or via post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

ORGANISATION DETAILS
New Life Church Letchworth CIO, Charity Number 1188107 (England & Wales)
Registered Office: Oakhurst, Stevenage Road, HITCHIN SG4 7JX

You can see our **Data Protection Notice for collecting information about children attending a church event here**

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