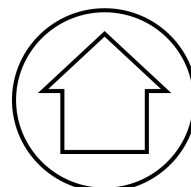




## Why do we collect your information?

Hope Vineyard is based in the Oxford region and is a charity and a church that is looking to reach out to every community. To do this, we connect with people, and to be effective we record personal data. We also collect personal data to demonstrate to the Charity Commission that we are achieving the aims of the charity. This privacy notice answers the advised questions set out by the Information Commissioner's Office following the introduction of GDPR (General Data Protection Regulation), which came into effect on 25th May 2018.



**HOPE  
VINEYARD  
OXFORD**

## What information do we collect from you?

Numbers at events.	Names & contact details	Contact preferences
Special Events	Volunteer roles	Courses completed
Communications (eg email, church support notes, coaching notes if leading,)		
DBS (Disclosure Barring Service) checks, in line with our Safeguarding All Policy	Financial information i.e. bank details, and gift aid declarations and amounts given and for what purpose	Using cookies, Traffic and data related to <a href="http://www.hopeoxford.org">www.hopeoxford.org</a> website.
This is the current situation, but in time we may collect other information		

All of this information is securely stored, and for the most part electronically. Hope Vineyard uses three key electronic platforms that are introduced below. The exception is DBS records and expense forms, which can still be submitted on paper and physical copies are stored securely.

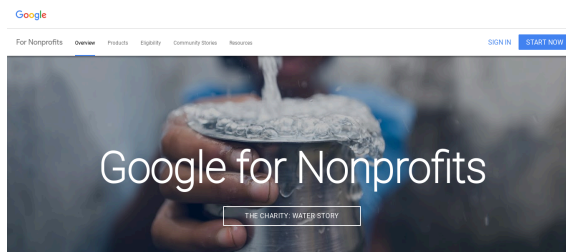
## Where is your information stored?

Hope Vineyard Database: If you are involved regularly in the activities we do, we will ask for your consent to be placed on our database. The legal basis on storing personal data largely rests with consent. Hope

Vineyard uses a GDPR compliant data management system called **ChurchSuite** (<https://churchsuite.com>). In line with GDPR best practice recommendations (<https://ico.org.uk>), using this system, people can access their own data and keep it up to date. ChurchSuite are contracted to only access data when it is necessary to provide support to an individual or the church, with an electronic trail that can be audited to establish who and when data has been accessed.

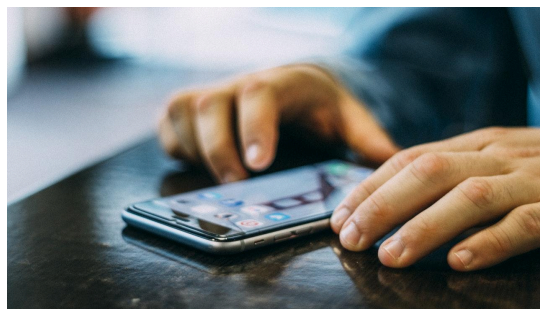


Computer Documents, Files and Email: Hope Vineyard is registered with **Google for Nonprofits**, which stores emails, photos, and documents. We have no laptops with personal data or information related to the charity. This reduces the risk of 'data breaches', as each account is password protected. We also use personal and shared drives with restricted access to keep personal information safe.



<https://www.google.com/nonprofit/>

Financial information: Hope Vineyard banks with **HSBC** ([www.hsbc.co.uk](http://www.hsbc.co.uk)) and uses **Xero** financial software ([www.xero.com](http://www.xero.com)). Xero is a web based system that tracks online banking, which means that personal bank information is secure and can be monitored and accounted for efficiently. Additionally payments made through ChurchSuite and their secure partners may retain personal data, so that you do not need to re-enter information the next time you visit the platform. Their systems are GDPR compliant and details of these processes can be made available on request. Additionally we outsource bookkeeping and finance support to Enaid Accountancy Ltd (previously called Andy Nash Accounting & Consultancy Ltd), who are a member firm of the Institute of Chartered Accountants in England and Wales ("ICAEW"), and are registered with the Information Commissioner as a data controller.



Phones/ Texts/ Social media: The internet, the use of social media and widespread use of smartphones means that personal data can be captured and shared within seconds. GDPR principles have been designed to protect people from unwanted use of their data. Although keeping tabs on this presents challenges, as data can be shared outside of our secure platforms, we are committed to making sure people and their personal data are respected. We follow best practice as shared by Vineyard Churches UK and Ireland. We also provide

awareness training for people who are involved in collecting or processing personal data, or leading activities within Hope Vineyard.

*How do we use your information? And who may we share your information with?*

We want to get better at what we do and also celebrate achievements. This is why we collect, use and where necessary share personal data. However, we do this with sensitivity and consent. Mostly it is an opt-in system, but there are occasions, given we are a charity and a church, where there is exemption from notification (telling the person) if there is a legitimate interest. In this way, personal data can be used/ processed by Hope Vineyard in order to establish or maintain the 'membership' or support the church running activities for people regularly connected to the church.

**Internally**, we use personal data: to run the accounts and claim gift aid, for administrative tasks, completing analysis to improve what we are doing, to analyse our website activity, and to provide news & information about what's going on (i.e. activities, events, plans, opportunities to donate or volunteer).

We share personal data when arranging rotas and teams in order to run events effectively. Additionally, Hope Vineyard is an active community and ChurchSuite has a feature called MyChurchSuite that allows for people who have registered to access limited information. It gives the

opportunity for us to get in touch and support each other. Privacy settings on MyChurchSuite can be individually controlled, so that people choose the information shown to others. However, their information will still be accessible to those authorised to access personal data on behalf of Hope Vineyard. We also use social media and applications (Apps) on phones to share information, posts or details. These will be opt-in systems, and there will be the option to leave any of these networks (See end of privacy notice for information on changing privacy settings on MyChurchSuite).

**Externally**, unless there are legal or safeguarding concerns, the details of your personal information will not be shared externally as a matter of course. With safeguarding questions, where necessary information will be shared with key **trustee(s), Vineyard Churches UK and Ireland**, and Hope Vineyard is a member of **thirtyone:eight** (formerly known as CCPAS, The Churches' Child Protection Advisory Service), an independent safeguarding charity <https://thirtyoneeight.org>.

Where support is necessary for our 3 computer based systems (ChurchSuite, Google for Nonprofits, Xero), we have a contract that ensures that the security of your personal data is GDPR compliant.

From time to time, we may employ or contract third parties to carry out tasks on our behalf. Whenever personal data is potentially accessible, they will be bound by contract to protect your data and we remain responsible for their actions. We may also provide general information about those in or connected to Hope Vineyard, but only after steps have been taken to make the data anonymous, including considering how to appropriately group (i.e. aggregate) data as an additional safeguard.

The data that we collect from you may be transferred to, and stored, at a destination outside the



European Economic Area (“EEA”). It will also be processed by staff operating outside the EEA who work for one of our providers (listed above). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and in compliance with all relevant UK data protection legislation. Unfortunately, no organisation can guarantee that the transmission of information via the Internet is 100% secure. We will do our best to protect your personal data, but we cannot guarantee the security of your data transmitted to our website or websites operated by one of our providers; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## How long do we keep hold of your information?

We keep your information as long as you are connected to or an active part of Hope Vineyard, or in rare cases where there may be legal obligations to keep hold of your information. In general, we will keep your personal information for 2 years after your last interaction with us. Personal information will be deleted in a secure manner, either physically shredded or securely deleted electronically, when it is no longer required to fulfill the purposes for which it was collected.

It is common for personal data relating to specific activities, and financial accounts to be kept for additional years after the date, or financial year end. Therefore we may retain some information for archival purposes and historical analysis for more than 24 months in order to comply with regulations.

## What are potential issues and what are my rights?

**What are the most likely issues?** We think Hope Vineyard is a good thing and seeing what is happening helps new people consider whether they would like to get involved. Photos and videos are a great way of communicating what is going on, and we will take consent for photos or communicate clearly at an event if photos/videos are being taken. We anticipate that the most likely issue to cause people to object is linked to the unwanted sharing of an image on the website or social media of a person who does not want to appear in a photo or the unwanted sharing of contact details within Hope Vineyard. ChurchSuite is therefore used for privacy settings and photo consent, which each user can update to change their personal preferences. However, if you ever have an issue personally, or become aware of an issue for someone else, please inform Josh Kay ([josh.kay@hopeoxford.org](mailto:josh.kay@hopeoxford.org)) (Data Controller on behalf of the trustees), who can respond quickly and look to resolve the situation. We would prefer for you to let us know of any issue first, but you also have the right to raise a concern with the Information Commissioner's Office (0303 123 1113, or by email <https://ico.org.uk/global/contact-us/email/>)

**You are in control of your personal data and we want to support you in that.** Please ensure that your preferences are up-to-date on ChurchSuite, so we can protect your privacy. The following link will allow you to access ChurchSuite and change privacy preferences: <https://login.churchsuite.co.uk/>.

**What happens if there is a breach?** In line with recommendations, any breach or concern of breach in Hope Vineyard is reported to the Data Controller, Josh Kay who will investigate. The aim will be to establish: what and when it happened, how it happened, how many people could be affected, what sort of data was breached, and what was in place that could have stopped it. The actions to be considered are: what can be done to help the people this affects? what has been learned? and how can similar breaches be stopped in the future? Where appropriate and for advice, the breach reporting team from the Information Commissioner's Office (ICO) will be called (0303 123 1113) or an online report submitted within 72 hours..

**What are my rights?** Full details of your rights about your personal data can be found on the Information Commissioner's Office website – <https://ico.org.uk/>. They include the right:

- To have inaccurate and incomplete data rectified,
- To request access to the data we hold about you,
- To have your personal data deleted (except if we are required to hold the data by law)<sup>1</sup>
- To restrict the processing of your personal data in certain circumstances.

## And finally

If you are a part of Hope Vineyard, we hope that you agree with these principles and will work with us to make this happen. We believe that valuing each other extends to valuing each other's personal data. With love from us both,



Church Leaders, Hope Vineyard.

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<sup>1</sup> MyChurchSuite allows you to directly delete your data and please contact us [hello@hopeoxford.org](mailto:hello@hopeoxford.org) should you wish to request the deletion of your personal data.