

CITY CHURCH LIVERPOOL PRIVACY POLICY

(UPDATED APRIL 2024)

What type of information do we collect?

We receive, collect and store information you enter on our website, through our ChurchSuite communications software, or which you provide in another way.

Our website uses software to measure and collect web-session information, page response times, duration of visits to webpages, page interaction information and devices used to access the page. If you submit a form or subscribe to us, our website will also collect personally identifiable information, such name, email address, password, communications and personal profile.

ChurchSuite is our chosen church administration software. This is where we store our digital database of personally identifiable information which you have shared with us. This may include your name, email address, postal address, date of birth, nationality, marital status, gender, other contact information, areas in which you are serving the life of the church family and group involvement.

In addition, we store any information you share with us regarding your children/dependents.

How do we collect your information?

We collect your information when you enter it either on our website or via our ChurchSuite software. Additionally, we may manually enter your information to our database if you have completed a paper-copy of our contact information form.

Information is entered either manually or automatically, in accordance with your preference and our legal obligations. You can manage these preferences yourself through the MyChurchsuite app and can thus change them at any time.

Why do we collect your personal information?

Your information will be used for specific purposes listed below:

- To provide and offer appropriate groups and services to our church family.
- To be able to follow up and contact visitor, users and members, with general and personalised notices and messages.
- To create aggregated statistical data and other aggregated and/or inferred non-personal information, which can help us to provide and improve our respective services.
- To comply with any applicable laws and regulations.

How do we store, use, share and disclose your personal information?

Our church website is hosted by Wix.com. Wix.com provide us with an online platform that allows us share information and promote our services to you. Personal information that you enter is stored on Wix.com data storage, databases, and the general Wix.com applications. This data is maintained on secure servers behind a firewall.

Contact information provided to us through our website contact form will remain stored until such times as the website is no longer operable, you request that we remove your information, or we choose to remove you from our database.

All personal data provided to us on a paper-form or through the ChurchSuite application software is securely stored in a digital database provided by Churchsuite.com (a provider of online administration software for churches). This data is stored indefinitely, or until such times as we choose to delete it, or you ask us to remove your information. If you wish to amend the information stored, you can edit this yourself via our MyChurchsuite application or contact our administration team and explain what you would like to change.

By entering and submitting your details you are granting City Church Liverpool permission to store and process your personal information.

Access to your details will be limited to the church administrator, church leaders, our pastoral care team & yourself.

Only information which you make visible will be visible to fellow church members.

Your confidentiality will be always upheld and no details will be shared with third parties.

How may we communicate with you?

We may contact you to notify you regarding your account, to troubleshoot problems with your account, for personal correspondence or for bulk correspondence such as newsletters and questionnaires. We may also send updates about our charity or as necessary to enforce our User Agreement, applicable national laws and any agreement we have with you. For these purposes we may use any form of communication (email, telephone, text message or postal mail).

Occasionally we will send bulk communication to obtain ongoing consent to the storage of your information.

Privacy Policy Updates:

We reserve the right to modify this privacy policy at any time, so please feel free to visit and review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes (such as where or how your data is stored) we will publicise this on the website and through MyChurchsuite.

Amending your data information:

If you would like to access, correct, amend or delete any personal information we have about you, you can do this directly through MyChurchsuite, speak to me (Caroline Hampton) in person at church, or contact me via email: admin@citychurchliverpool.org.

Lodging complaints:

If you have any complaints that you feel have not been adequately dealt with by the above contact person, you have the right to lodge a complaint with the Information Commissioners Officers. <http://ico.org.uk>