

## **Who we are**

Lagan Valley Vineyard (LVV) is a registered Charity with the Charity Commission NI. We are a local church based in the City of Lisburn, we exist to bring the life of Jesus to every person and every part of Lisburn and the Lagan Valley region. We exist to see those people and places discover and live in the fullness of God's design and destiny for them, joining God in making all things new.

Registered and approved with the Charity Commission Northern Ireland under **NIC10475**.

Registered and approved by Companies House as a private limited company under number: **NI619487**.

### LVV registered office address:

54 - 56 Bachelors Walk, Lisburn, BT28 1XN

### LVV registered venue address:

Unit 1C, Altona Industrial Estate, Altona Road, BT27 5QB

For further information about who we are and regarding our policies, data controllers and data processing please contact:

Email: [hello@laganvalleyvineyard.com](mailto:hello@laganvalleyvineyard.com)

Write: to the office address given above

Phone: 028 92671887

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## **Introduction**

LVV is dependent on the generosity of our church community, local supporters and grants to fulfil our charitable purposes and passion for bringing the mission of Jesus to our City and the World. Having a positive relationship with our community and outside supporters is essential and incredibly important to our staff team and volunteers. We are committed to storing and processing data you entrust to us in a safe and honest manner; whether you are a visitor to our website, subscribe to our emails, financially support LVV, volunteer or you are a participant in any other capacity with us, it is our desire that you feel that we hold your data with utmost respect and protection.

This policy outlines how we collect, process and store information you have freely given to us; online, in person, at an event, community group, via a volunteer, phone, email, letter, text, spoken and personal information we might be in possession of from third parties.

### **What information do we collect?**

We collect information that we require to help keep our community informed and cared for. We will only ever collect the information we need, including data to help improve our services, or that you agree we can obtain. You do not have to disclose any of this information, however, when choosing not to we are unable to provide you with certain information or services.

**Personal Data** is data or information that can be used to identify who you are. This could include: name, email address, phone (home and mobile), postal address, date of birth, bank details, credit or debit card details, gift aid forms or family details.

### **Sensitive Data**

Data that is recognised by law to be more sensitive in nature, is also known as special categories. This would include: race, ethnic origin, health - both mental and physical, sexual orientation and religious, philosophical and political opinions. Collecting sensitive data is not a requirement unless there is a clear reason for doing so. This might be to pastorally care, sensitive support or help you require, this information is collected at a specific time period or event to safeguard you and those who might be volunteering or leading.

### **How do we collect this information?**

Information that is given directly from you to our data processors and controllers:

- Connection Cards
- Online sign up
- Online enquiry forms
- Gift aid forms
- Parental Consent Forms
- Volunteer sign up cards
- Registration to Tribes

- Registration to Party People events and Sunday Party People environments
- Registration to events
- Registration to conferences
- Registration to wider church groups: Gathered, Union, Tots & Toast, Healing on the Streets, Compass, Internship, Baptisms, Conferences, Tribe Tours, Westminster Theological College (WTC) and any other groups that meet under the banner of LVV.
- Surveys and feedback forms
- From you personally via email, written, text, spoken or phone.

We will never sell or use your personal or sensitive data to other agencies or companies. Anytime your data is used with a partnering agency, to another member of our community or outside what you initially consented to, you will be alerted to this and asked for your consent before it is given to said agency/person.

### **Legal Basis for processing your data**

The legal basis for which we hold your data depends on the purpose of why it was initially collected. We rely on your consent to inform you of LVV related interests.

- Data collected for LVV weekly updates/newsletters and marketing lists.
- You might receive emails regarding your sign up, a thank you email, essential information given to members of LVV.
- If you financially give or have signed up to Gift Aid you will receive correspondence out of legitimate interest.
- Data collected through our booking systems for events, conferences or other LVV community programmes.
- Employee and volunteer records are processed to comply with legal and contractual obligations and to forfeit our legitimate interests as employers or leaders.

### **Storing your Data**

We place great importance on how we process, control and store your data for within our community at LVV, our global and local partners and for those associated with us through Vineyard UK/Ireland.

Information is stored in an online database called Churchsuite (you can read their full policy here: )

We also store certain personal and sensitive data on computer and paper files. We take adequate

security measures and procedures to protect against the loss, selling, misuse and alteration of our data. Mobile phones, computers, tablets and hard-drives used in LVV are used by authorised personnel only (this includes, members of staff, leadership, trustees, compassion team, interns and authorised volunteers). Management of devices are handled carefully and all devices are encrypted on all technology platforms and locked in cabinets for paper documents, to uphold the protection of your information.

Any sensitive data that we obtain or you provide to us is only ever shared on a need to know basis to members of leadership, staff, associated partners or volunteers. This is done with the utmost respect and care to the individual involved. This information is deleted after the use of, or if needing to be kept and stored is done so appropriately and kept for safeguarding reasons.

Places where your data will be processed:

- Churchsuite (Database)
- Mobile Phones
- Email accounts
- Banking
- Event sign up
- Instagram (if you choose to follow our pages)
- Facebook (if you choose to follow our pages)
- By our members of Staff/ Authorised Volunteers in the use of: Connection Cards / Serve the family cards / Gift aid cards / Tribe Sign up / Applications / Party people information / Parental consent forms and/or any other way we use paper sign up.

#### **Information given indirectly through online services:**

Facebook, Instagram, Twitter and Youtube are third party applications that we use to promote events, groups and Sunday gatherings. Each of these applications will have their own privacy policy which user's adhere to and how you use them alongside our accounts is to your own discretion. We do not take any personal information from these applications unless we have your consent.

However, we may use anonymous data and analytics from here to improve programmes, resources and promotional methods.

#### **Information from third parties**

We might receive your information from a third party source, for example if someone in our community or volunteer team want to send someone a pastoral card/gift, receive a visit or make a donation in your name to LVV.

### **How long do we hold your Data for**

The length of time we hold your data for will depend on the purpose you have given it to us. Your data can be erased at any time you decide unless this directly affects the safeguarding of you staff or volunteers. If you would like to erase, change or update your information with LVV you can contact our office Monday - Thursday 9am - 5pm speak to the Data Protection officer.

For a full data collection, data retention, deletion or inquiry please contact:

[hello@laganvalleyvineyard.com](mailto:hello@laganvalleyvineyard.com)

### **Transferring data outside of Europe**

While most information that we use is processed and controlled within Europe, some information at times will be processed outside of the UK. This would incur when third party application's server and headquarters are outside of the UK, for example: Mail chimp (online email application) to send newsletters to our community and servers are located in the USA. While they comply to their own privacy policy and withhold any data with protection and respect, their laws may differ to EU Law.

### **Website**

Our website does not automatically take in any personal data while you are visiting; it does not track your location or allow us to use any information on you. It will simply tell us that an anonymous person accessed our website, what areas of the website are used most frequently. This does not apply when you intentionally give us consent by filling out a contact form or sign up to a group of LVV event. We work in partnership with WordPress and Studio Stereo to create and maintain our website and if you would like to read their privacy policies you can do so on their website.

### **Payment by credit or debit card**

All of our events and text giving are given through Churchsuite, Stripe, text local, paypal, Gocardless and Sagepay and text giving. Only staff who are authorised are given access to these

payments, details and amounts. Once your transaction is completed, we do not store your full credit or debit card details on these websites. We hold bank details for the purpose of regular payments, company accounts and details of those who tithe to the LVV community.

### **How do we use your data?**

We may use your data for the following:

- To process any information you have given us onto our database
- To send you relevant and consent based information
- To update you about important information about LVV
- To process event bookings, community group or Tribes sign up
- To process any donations we receive from you, to claim Gift Aid and to update you on any financial changes or relevant financial information
- To provide you with support or care
- To provide you with specific information you have requested
- To provide you with opportunities to events that you have already attended to thank you or to invite you to a similar event
- For administrative purposes: record keeping, donations, data preferences, or internal administrative records
- To manage or respond to any verbal or written compliments or complaints
- To manage, care or support in a sensitive circumstance that would require the input of a pastor or member of staff
- If you are registered or work with the compassion team both locally in Northern Ireland and on a global scale
- If you have a child or young person that is attending our services or programmes, you will be kept updated via email, phone or letter
- To notify you about relevant changes to our services

If at any time you are receiving information that you deem inappropriate or not what you initially consented to or information you would prefer to receive or not receive, please inform us of this change to [hello@laganvalleyvineyard.com](mailto:hello@laganvalleyvineyard.com)

## **Your Rights**

Under UK law you have a number of rights about how your data is processed; if you would like to read about your full data rights that can be found here: Information Commissioner's Office website –<https://ico.org.uk/>. The right to:

- Request access to the data we hold about about you. This will be done within a certain time frame for you. This is known as a subject access request form.
- Update, amend, change any inaccurate or wrong data about you.
- Withdraw or update your communication preferences at anytime.
- Raise a concern about the way in which we are controlling or processing your data.
- Any personal or sensitive data we hold you to be deleted, except where we are required by law to have said data.
- To restrict any personal or sensitive data in certain circumstances.

If you would like to withdraw your consent anytime, unless held by law you can have it deleted, archived, or restricted at anytime by emailing [\*\*hello@laganvalleyvineyard.com\*\*](mailto:hello@laganvalleyvineyard.com). Or alternatively if you receive our weekly email, general emails, all our email communications provide you with the opportunity to unsubscribe.

