

# United Church of God

PO Box 705, Watford, Herts WD19 6FZ, United Kingdom

Tel: 020 8386 8467

Email: [info@ucg.org.uk](mailto:info@ucg.org.uk)  
[www.ucg.org.uk](http://www.ucg.org.uk)

## Privacy Policy

### Who we are

United Church of God – British Isles is a member of the United Church of God, *an International Association (UCGIA)*. UCGIA’s privacy policy is available to view at [www.ucg.org/privacy-policy](http://www.ucg.org/privacy-policy)

This Privacy Policy discloses our information gathering and dissemination practices. We also provide instructions on how to update or remove personal information you have supplied to us.

### Introduction

The privacy of your personal information is important to the United Church of God. This Privacy Policy discloses our information gathering and dissemination practices. We also provide instructions on how to update or remove personal information you have supplied to us.

### What is the purpose of this Privacy Policy?

**United Church of God – British Isles** is a “data controller” which means we have to tell you certain information when processing your personal information. If you have any queries about this Privacy Policy or how we use your personal information, please contact [info@ucg.org.uk](mailto:info@ucg.org.uk) or write to the above address.

This privacy policy relates to our outreach and tells you:

- What personal information we collect about you
- How we collect your personal information
- How we use your personal information
- With whom we may share your personal information
- Any transfer of personal information outside of the EEA
- How long we keep your personal information
- What we do to protect your personal information
- What choices you have in relation to your personal information

We last updated this Privacy Policy on **4 July 2018**

## Personal Information we process about you

### **What information we process about subscribers to our literature**

We may collect the following information about you:

- Your name and address
- Details of your literature requests to us
- Details of any questions you asked us and our responses
- Information we may collect and record as part of pastoral care
- Donations you make to us
- Any other information you provide to us

### **For members of the United Church of God – British Isles**

We may collect the following information about you:

- Your phone number(s)
- Your email address
- Date of baptism
- Date of birth
- Date of marriage
- Information about your family
- Your education and employment
- Your role(s) within the church (if appropriate) including any ordination date
- Attendance at meetings, events and training
- Information required to carry out a DBS check when appropriate
- The result of a DBS check
- Information about your health, including any mental or physical conditions that you notify us about
- Information we collect and record as part of pastoral care (this may include anything you tell us unless you tell us not to record it)

**For suppliers, employees etc. we also retain contract (where appropriate) and payment details, including bank details.**

## How we use your Personal Information

### **Our legal basis for using your information**

The law only allows us to use your personal information in certain limited circumstances.

We have listed these below and what information they allow us to process.

#### **1.) Where you have consented to us using your personal information**

Examples of how we may use your information with consent

- We will use your location information to fulfil your literature requests, send any donation receipts or to answer questions you may have asked us.

- We may send communications out to you including information about our events and new publications available.
- We may use information you have given us as part of our pastoral care if you have asked us to use it for that purpose.

## **2.) Where we need to comply with a legal obligation**

Examples of how we may use your information to fulfil a legal obligation

- Keeping donation records for Gift Aid and accounting purposes
- To prevent and detect fraud

## **How we use sensitive personal information**

We do not routinely collect or use sensitive personal information as part of our outreach.

### **Information about Children**

Whilst information relating to children is not considered to be special category information, it is information that is given specific protection. Where the child is known to be under the age of 13 we will always ask for the consent of parents before allowing the child to become a subscriber to our literature. Where a child is 13 or over then we will permit the child to subscribe, preferably with parental consent.

### **Sharing your Personal Information**

#### **Other third parties**

We may share your information with certain third parties including:

- United Church of God *an International Association* if it is necessary to do so to fulfil your literature requests
- Our suppliers for the performance of any contract we enter into with them or you
- Our software providers who may need to see your information in order to keep our website up and running
- Analytics and search engine providers who analyse information about your use of our website and help us to tailor the product and literature that we may offer to you

We work with the following organisations:

- HMRC (for claiming Gift Aid and auditing our financial records)
- First Move Direct Marketing (mailing house)
- 1&1 (for sending emails and hosting our website)
- United Church of God *an International Association* (UCGIA) who provide us with much of our literature and may mail direct from the USA should we on occasion be unable to fulfil your requests locally. UCGIA also securely retains an off-site backup of our data.

## **Legal Requirements and Law Enforcement**

We may also disclose your personal information to third parties:

- If we are required by law, or in order to enforce or apply our terms of use. This includes exchanging information with other organisations such as law enforcement agencies.

## **Third Party Privacy Policies**

Our website ([www.ucg.org.uk](http://www.ucg.org.uk)) may contain links to websites owned by other organisations. If you follow a link to another website, these will have their own privacy policies. We suggest that you check the policies of any other websites before giving them your personal information as we cannot accept responsibility for any other website.

## **Keeping your Personal Information**

### **How we store your personal information**

The security of your personal information is important to us.

We use appropriate technical and organisational measures to safeguard personal information and encryption technology where appropriate to enhance privacy and help prevent information security breaches.

All third parties who provide services to us are required to have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse.

All information you provide to us is stored on our secure servers or on secure servers operated by a third party.

### **Retention of information**

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

We have set timescales in accordance with any applicable legislation and where none exists then we will keep supplier information for the duration of any contract entered into with us and then for a period of 7 years after which time it will be deleted.

Subscriber information will generally be kept for a period of two years after the subscription has lapsed unless there is a legal obligation to keep it longer e.g. donation and Gift Aid information.

### **Emails**

If you chose to send us information via email, we cannot guarantee the security of this information until it is delivered to us.

## Your rights

### **Access to information**

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please contact [info@ucg.org.uk](mailto:info@ucg.org.uk) or write to us at the address above.

### **Changing or deleting your information**

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further information. You can also ask us to restrict the information that we process about you.

You can request that we change, amend, delete your information or restrict our processing by emailing us at [info@ucg.org.uk](mailto:info@ucg.org.uk).

### **Automated decision making**

We do not currently make use of automated decision making in our data handling.

### **Transferring Personal Information**

You have the right to request that your personal information is transferred by us to another organisation (this is called “data portability”). Please contact us at [info@ucg.org.uk](mailto:info@ucg.org.uk) with the details of what you would like us to do and we will try our best to comply with your request. It may not be technically feasible, but we will work with you to try and find a solution.

### **Complaints**

If you make a request to us under this Privacy Policy and you are unhappy with the response, you can ask for the request to be reviewed under our internal complaints procedure. Our internal complaints procedure allows your request to be reviewed and we will do our best to try and resolve the issue.

If you have been through the internal complaints procedure and are still not happy with the result, then you have the right to complain to the Information Commissioner’s Office. They can be contacted as follows:

Website: [www.ico.org.uk](http://www.ico.org.uk)

Telephone: 03031231113

Address: Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Changes to our Privacy Policy**

We review our Privacy Policy on a regular basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.

**How to Contact us**

We welcome questions, comments and requests regarding this Privacy Policy which can be sent to [info@ucg.co.uk](mailto:info@ucg.co.uk).