

DATA PRIVACY NOTICE

The Crowded House, Sheffield

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Act 2018 (DPA 2018).

2. Who are we?

The Crowded House is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

3. How do we collect your data?

We obtain your personal data directly from you in various ways such as (but not limited to) filming and photography, paper forms, digital communications and your use of ChurchSuite, our third-party data processor for the management of our contacts database.

Where data is obtained indirectly about you, we will provide you with privacy information about the source from which we obtained the data, except in certain scenarios, for example where you already have this information; providing the information to you would render impossible or seriously impair the achievement of the objectives of the processing; or we are required by law to obtain or disclose the personal data. For information about further exceptions to providing privacy information relating to personal data obtained from other sources, please visit the ICO website's [guide to the GDPR](#).

4. What categories of personal data do we process?

We may process the following categories of personal data: -

- Personal information (such as your recorded image or voice, name, telephone number, address, email address, name of spouse, names of dependents)
- Characteristics (such as gender, ethnicity, language, nationality, country of birth, marital status)
- Special category (or 'sensitive') personal information (such as religious belief indicated by your attending a service, and notes made for your pastoral care or safeguarding purposes)

5. How do we process your personal data?

The Crowded House complies with its obligations under GDPR and the DPA 2018 by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to

protect personal data. We do not carry out automated decision-making or profiling on your personal data.

We may process your personal data for the following purposes: -

- To administer membership records;
- To provide pastoral care for members;
- To manage our employees and volunteers;
- To ensure the safeguarding of staff, volunteers and members;
- To maintain our own accounts and financial records, including the processing of Gift Aid applications;
- To inform you of news, events, activities and services running at The Crowded House;
- To provide services for the benefit of people in the local area;
- To fundraise and promote the interests of The Crowded House;
- To operate The Crowded House website and deliver services requested by individuals;
- To provide contractual services to members and non-members;

Photography and Filming

Regarding film and photography captured during a live-streamed church service or special event, your personal information may be recorded and uploaded in order to reach out to those who are unable to attend in person or who wish to participate remotely.

You may withhold your consent by sitting in a “film free area” of the church before filming or photography starts. Such areas will be clearly marked by notices in the church.

In the filming areas, once live-streaming or filming has started, or group photographs have been taken, consent cannot be withdrawn because your data can't be permanently removed from the internet, nor can a group video or photograph be edited to remove your image.

If you are a regular attendee, your consent will be renewed every 3 years, but you can withdraw your consent at any time to being filmed in future services by contacting the Data Protection Lead as set out in section 11. below and sitting in the “film-free” area when attending church services if you do not want to be filmed.

You are required to consent on behalf of children aged 16 years or under attending with you. Please consider whether they would want their images to be uploaded to the internet.

6. What is the legal basis for processing your personal data?

We may process your personal data based on any of the following permissible reasons: -

- When necessary for compliance with a legal obligation to which we are subject, including registers and Gift Aid;
- When necessary for carrying out obligations under employment, social security or social protection law, including identity checks;
- When necessary for the performance of a contract with you or to take steps to enter into a contract, including employment contracts and room hire agreements;
- With your consent so we can keep you informed about news, events, activities and church services; record your image and/or voice as part of our live-streamed services;
- As a not-for-profit body with a religious aim provided: -

- the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and
- there is no disclosure to a third party without consent.

7. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with other members of the church in order to carry out a service to other church members or for purposes connected with the church. We will only share your data with third parties outside of the church with your consent; where we are legally required to do so; when it is necessary for our own operations (e.g. payroll, Safeguarding); or on occasions with other organisations when carrying out joint events or activities.

We share photographs and recorded or live-streamed services with the public, by uploading it to YouTube, as well as our own website. This means your data may be stored outside the UK. Each platform has its own privacy policy which describes how your data is used and protected.

We use third party software to carry out our activities, including but not limited to ChurchSuite. In certain situations e.g. when requiring technical support for a software problem, it may be necessary to allow these third parties to access our systems. In such cases, we will take appropriate steps to ensure that your data is kept confidential.

8. How long do we keep your personal data?

We keep data in accordance with our Data Retention Policy, which is available [here](#).

Specifically, we retain gift aid declarations and associated paperwork for up to 6 years after the calendar year to which they relate; safeguarding documents and registers (baptisms) permanently; recordings of live-streamed events permanently for archival purposes.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which The Crowded House holds about you;
- The right to request that The Crowded House corrects any personal data if it is found to be inaccurate or out of date*;
- The right to request your personal data is erased where it is no longer necessary for The Crowded House to retain such data*;
- The right to withdraw your consent to the processing at any time*
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable)
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing*;
- The right to object to the processing of personal data (where applicable)

- The right to lodge a complaint with the Information Commissioners Office.

*The rights to withdraw consent, or request erasure or restrict processing are limited, i.e. once the data is uploaded online, we are no longer able to erase or restrict the processing of individual images. In addition, the right to rectification only applies to the processing of your name and contact details, it cannot apply to your image captured on film.

10. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

11. Contact Details

To exercise all relevant rights and for general data queries please contact:

The Data Protection Lead

Email: toby.watts@thecrowdedhouse.org

Website: www.thecrowdedhouse.org

Office address: 215 Sharrow Vale Road, Sheffield, S11 8ZB

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

For Complaints, please refer to our [Complaints Policy](#).

Revised & Approved by Trustees, June 2023