

# Hollybush Christian Fellowship

## Privacy Notice

*Here at Hollybush we are committed to protecting your personal information when you ask for help or prayer, become a member or otherwise interact with us.*

This privacy notice was last updated on 29<sup>th</sup> May 2018.

### About this notice

#### Who we are

Hollybush Christian Fellowship is a registered charity (Charity No **10 888 38**) and operates within guidelines set out in the Declaration of Trust of the Hollybush Christian Fellowship Trust, with a number of Trustees. The address and Office of the Fellowship is Hollybush Christian Fellowship, Newsham, Thirsk, North Yorkshire. YO4 7DH.

Hollybush Christian Fellowship will be referred to in this privacy notice as "Hollybush", "we", "us" or "our".

**What this notice applies to:** This notice applies to personal information we collect about you when you interact with us (for example when you use our website - hollybush.cc, attend meetings, or apply to become members) as described in this privacy notice. It sets out:

- i. what information we collect, and from whom;
- ii. how we use that information;
- iii. who we share your information with;
- iv. how your information is protected;
- v. your rights in relation to the information we hold about you; and
- vi. how long we keep your information.

**Changes to this privacy notice:** We keep our privacy notice under regular review, and we encourage you to periodically review this page for the latest information on our privacy practices. Any material changes will be notified to you by updating them on our website together with any such other methods as may be appropriate.

# 1. What information does Hollybush collect?

## **Information you provide to us voluntarily:**

You may give us your personal information when you:

- order products (e.g. CD or DVD recordings) and services (e.g hire of our facilities)from us;
- correspond with or contact us;
- contact the Hollybush Office;
- interact with us on social media platforms;
- sign up to one of our newsletters or other communications;
- Apply to attend one of our Camps;
- request a call back through our websites;
- apply to become a Member;
- Ask for prayer or other pastoral assistance;
- otherwise interact with us or provide information to a third party to be referred to us.

Where we request information from you we will collect the information set out in the relevant forms or pages, or as explained to you over the telephone. You may choose to provide additional information to us when you contact us or otherwise interact with us or provide information to a third party to be referred to us

## **Information we collect from third party sources:**

On occasions, we acquire information from another source, for example to supplement the data that Hollybush holds. Where this happens we will take appropriate steps to assure ourselves that your information was collected legally.

## **Information which is available publicly:**

Your personal information may be available to us from external publicly available sources: for example, geo-demographic information and information from public registers such as listed directorships, information from the electoral roll and press reports. In addition, depending on your privacy settings for social media services, we may access information from those accounts or services.

## 2. What types of information does Hollybush process?

We collect, store and use the following types of information:

- your name and contact details (including your postal address, telephone number, email address(es), your membership number and social media identity);
- financial information such as bank details or credit/debit card details where you provide this to make a payment;
- details about the products and services we provide to you;
- details about how you use our products and services;
- information you provide on other individuals (for example dependants);
- information provided when you use our products or services, including where you are seeking guidance or advice;
- correspondence you have had with us;
- comments and reviews you have left on our websites;
- details about you that are stored in documents in different formats, or copies of them; and
- any other information shared with us as described in section 1 above.

## 3. How does Hollybush use my information, and on what legal basis?

The following sections describe in more detail how Hollybush, or someone working on our behalf, may use your information, and in particular the legal grounds on which we rely in doing so.

### **What we use your personal information for**

We use the information collected for a number of purposes, including:

- to deliver our products and services;
- to verify your membership;
- to make and manage receipts and payments;
- to manage our relationship and communicate with you;
- to provide you with Prayer or guidance about the Christian walk;
- to respond to complaints and seek to resolve them;
- to enhance your online experience;
- to keep you informed about forthcoming activities and meetings.

- to communicate with The Charities Commission, other regulators, and legislators;
- to obey laws and regulations that apply to us.

## The legal grounds we rely on to process your information

The legal grounds on which we rely are:

- to fulfil our contractual obligations (for example in order to provide the products or services requested and to contact you if a problem arises with them);
- to pursue our legitimate interests in accordance with the Hollybush Christian Fellowship Trust Deed, (for example to facilitate your use of our website, including obtaining information, products or services via our website;
- your consent; and / or
- to fulfil a legal duty.

### **Legitimate interests**

When we rely on our legitimate interests, these are as follows:

- keeping our records up to date;
- charging for products and services;
- Introducing new products and services;
- administering our website and keeping it safe and secure;
- ensuring that content is presented in the most effective manner for you and your devices;
- facilitating your use of our website, including obtaining information, products or services via our websites;
- measuring the use of our website and improving the content and accessibility;
- complying with legal and / or regulatory requirements;
- understanding how our members and others see Hollybush, it's products and it's facilities.

## 4. Who does Hollybush share my information with?

We, or others who work on our behalf, share your personal information with the following third parties:

- **Third parties involved in transactions affecting the assets or property of Hollybush.**

Hollybush may share your information with third parties involved in any reorganisation, restructuring, merger or sale, or other transferring of assets, provided that the receiving party agrees to respect such personal information in a manner that is consistent with this Privacy Notice.

### **Circumstances in which we will disclose your information**

We will disclose your information to local and foreign regulators, governments, law enforcement authorities, advisors, courts, tribunals and arbitrators when we have a legal obligation to do so or when we believe our compliance with the request to be fair, reasonable and lawful, e.g. to detect, prevent or investigate security breaches, fraud or other crimes.

We will also disclose your information to establish, exercise or defend legal claims, for example: (i) to enforce our Terms and Conditions; (ii) to ensure the safety and security of our members, consumers and third parties; and (iii) to protect our rights and property and the rights and property of our website visitors, consumers and third parties.

## 5. What are my data protection rights?

You have the following rights in relation to your personal data:

- **Access:** The right to request access to and a copy of your personal information (which can be done by emailing the Hollybush Office [hbcfoffice@gmail.com](mailto:hbcfoffice@gmail.com))
- **Restriction:** You can ask us to pause processing your information in certain circumstances (e.g. you are disputing its accuracy);
- **Rectification:** You can have any inaccuracies in your personal information corrected;
- **Deletion:** You can ask us to delete all your personal information in certain

circumstances (e.g. if the information is no longer necessary for the purposes for which it was collected);

- **Objection:** You can object to us processing your personal information in certain circumstances;
- **Portability:** You can ask us to transfer your information electronically to you or another organization in certain circumstances;
- **Withdrawal of consent:** Where we rely on your consent to process your information, you can withdraw consent at any time, although this will not affect our uses of your personal information prior to the withdrawal of your consent; and
- **To lodge a complaint with the Information Commissioner's Office ("ICO") or other relevant supervisory authority:** You can complain to the ICO ([www.ico.org.uk/global/contact-us/email](http://www.ico.org.uk/global/contact-us/email)) or other relevant supervisory authority about any aspect of our handling of your information.

More information about the right to complain can be found at <https://ico.org.uk/for-the-public/>. If you have any questions about these rights, or you would like to exercise them, please contact us using the details at section 10 (How may I contact Hollybush about its privacy notice?) below.

Please be aware that you are under no obligation to provide us with your personal information. However, failure to do so may, in some circumstances, prevent us from being able to provide you with products and services, or otherwise interact with you.

When exercising your data protection rights we may ask you to verify your identity in order to help us respond efficiently to your request.

If you would like to exercise any of the above rights, please email or write to us using the details outlined in section 10 (How may I contact Hollybush about its privacy notice?) below. All of these rights are free to exercise and we will do our best to respond to you as quickly as possible and in any event, within one month of receipt of your written request. We will inform you within one month of receipt of such request if we will need longer to respond, for example due to the complexity of the request.

We want to make sure that your personal information is accurate and up to date. Please always let us know if you think that it is not and needs updating. Details of how to get in touch are in section 10 (How may I contact Hollybush about its privacy notice?) below.

## 6. How long is my information retained?

Whenever we collect or process your personal data, we will only keep information about you for as long as we need to fulfil the purposes for which we are processing your information. At the end of that retention period, your data will either be deleted or anonymised. Examples of our retention periods are:

- Where you are a member, we would normally keep your information for the duration of your membership and then a period of up to five years after you cease being a member. If you wish to remain in contact and receive communication from Hollybush this may be extended at your request.
- Where we need to keep your information for dealing with legal claims or complaints, we would normally keep it for seven years from the end of that matter.
- Where you have sent us correspondence, we would normally keep that for one year after the issue has been dealt with.

## 7. Links to other websites and social media

Where we provide links to other websites, we do so for information purposes unless otherwise indicated. The other websites are outside our control and are not covered by this privacy notice. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their privacy notice, which may differ from ours.

On some pages of our websites, third parties that provide content, applications or plug-ins through our Website may track your use of content, applications and plug-ins or customise content, applications and plug-ins for you. For example, when you share an article using a social media sharing button on our websites (e.g., Facebook, Twitter, or Google Plus), the social network that has created the button will record that you have done this.

## 8. Use of our Website by minors

If you are aged 13 or under, please get your parent's/guardian's permission before you provide information to us via our websites. Users without this consent are not allowed to provide us with information and, in the event that they do so, we will cease to process their information as soon as we find out.

## 9. How may I contact Hollybush about its privacy notice?

You can contact us by post, telephone and email as follows:

**Email:**

[hbcfoffice@gmail.com](mailto:hbcfoffice@gmail.com)

**Postal Address:**

Hollybush Christian Fellowship, Newsham, Thirsk, North Yorkshire. YO7 4DH.

**Telephone number:**

01845 587386