

Relational Mission

Privacy Notice



1.0 Your rights, this notice & our approach

Under the GDPR 2018 and Data Protection Act 2018, you have rights as an individual which you can exercise in relation to the information we hold about you.

Your rights are detailed on the [ICO website](#).

This privacy notice tells you what to expect when [Relational Mission](#) (RM) collects personal information. It applies to information we collect when you directly access our services (for example, events, newsletters, mission teams) and in our day to day operation (for example, employment and HR).

We are committed to safeguarding the privacy of your information. Whenever we collect information from you, we will make it clear what information is required in order to provide you with the information or service you have shown interest in.

We do all that we can to ensure that your data is processed fairly and lawfully and used for the intended purpose. We aim to make sure the data we hold is accurate, adequate, relevant, not excessive and is not kept longer than is necessary in relation to the purpose it is held.

We will store your information securely on our systems, we restrict access to staff, volunteers and contractors who have a 'need to know' (i.e. can they directly help or have a legal responsibility) and we train/direct them in handling the information securely and appropriately in line with our policies.

While some of the third party providers we use are based in countries outside of the European economic area, all of our providers have the appropriate level of protection in terms of rights and freedoms of data subjects. For example, those providers in the US are EU-U.S. [Privacy Shield Framework](#) compliant.

Further information about the privacy approaches of the third parties providers we use are shown via webpage links found in this notice.

Our approach is further outlined in our [Data Protection Policy](#) and complemented by our other [Policies](#).

We keep our Privacy Notice under regular review. This Privacy Notice may change from time to time. If we make a change to it that we believe materially reduces your rights, we will provide you with notice (for example, by email). And we may provide notice of changes in other circumstances as well.

By continuing to engage with RM after those changes become effective, you agree to be bound by the revised Privacy Notice.

This Privacy Notice was last updated on 11 November 2019.

2.0 Queries, concerns & subject access

You can contact us to find out if we hold any personal information about you by making a subject access request. To make a request to RM for any personal information we may hold on you, or to find out more about our Privacy Notice or related queries, email us or write to us at:

Relational Mission, % Jubilee Family Centre, Norwich Road, Aylsham, Norfolk, NR11 6JG, UK

admin@relationalmission.com

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us (using the contact info above) in the first instance or directly to the Information Commissioner's Office.

3.0 Accessing our services

3.1 Events

We use ChurchSuite and Eventbrite (third party providers) to facilitate our event booking process and communications. Their privacy statements can be found here: ChurchSuite, Eventbrite and both are PCI-DSS compliant (industry standard).

We will ask you for contact information and your preferences according to the type of event being run. The information we collect is only used to facilitate the contract between us (by you attending the event). This information will not be used for any other purposes or passed onto any other third parties unless you have consented for us to do so. We will hold the data you provide to us until all aspects of the event are completed.

3.2 Financial transactions & management

Relational Mission uses a variety of third party companies to help facilitate its financial transactions and management. This will involve in the main names, addresses and debit/credit card and bank details depending on the nature of the transaction.

Quickbooks is the finance management application used by RM.

PayPal is used to capture debit/credit card transactions mainly for event related transactions. We also use Stripe for similar transactions. Again these are PCI-DSS compliant with purchase information only stored as long as it is needed to make the transaction.

We use JustGiving and Total Giving, alongside PayPal and Stripe, for processing donations made via our website. JustGiving and Total Giving link directly with HMRC to claim Gift Aid on RM's behalf. We bank with CAF Bank who process all supplier, staff and contract payments. Records are kept as a minimum for the period required to meet statutory compliance or until the contract is completed.

All financial information will be shared with our accountants [Stewardship](#).

3.3 Direct communications & feedback

RM is a family of churches therefore communicating, asking for feedback and updating members / leaders of those churches and associated public is important in fulfilling its mission and charitable objectives.

We send out regular newsletters and updates for which specific consent is given at the point of subscription. You can unsubscribe from our emails at any time; directions on how to do this will be contained within the email.

Alongside this there are groups of people (e.g. Elders, Church Planters) where a legitimate interest is shared with RM. Contact information is held on these groups to facilitate communication, but again can be unsubscribed from and information removed at any time by you.

From time to time we also ask for feedback to understand how we can serve our family of churches better. Once this feedback is assessed any personal data (mainly contact information) connected to this will be deleted.

We use third-party providers [Mailchimp](#) and [Basecamp](#) to deliver and help with these communications. Information is stored until the data subject removes their data or unsubscribes.

3.4 Connecting via our website (inc cookie use)

Relational Mission uses its website to inform people as well as to facilitate the gathering and sharing of information mentioned in 3.3.

Our website uses the [Squarespace](#) platform to host and facilitate activity. Within the platform there are analytics, but information is only processed in a way that does not identify anyone.

All content on the site (e.g. words, photos) is only published if consent has been received.

Links to other websites (on our website) are not covered by this privacy notice. Please review the privacy notices / policies on the sites you visit.

Relational Mission on its [relationalmission.org](#) / [.com](#) and [prayersofmany.org](#) websites use some [cookies](#) when you browse them. These are used to ensure proper running of the website, and also to help us improve your experience when browsing. The site also relies on many third party services and therefore any listings become out of date if those services alter the cookies they use.

By agreeing clicking 'Continue' on the Cookie pop-up when entering our sites you are agreeing to the use of these cookies.

There are two types of cookie you may encounter when using our websites:

First party cookies: these are our own cookies, controlled by us and used to provide information about usage of our site. Our websites use the Squarespace platform therefore it is predominately subject to their use of cookies. Their policy can be found [HERE](#).

Third party cookies: these are cookies found in other companies' internet tools which we are using to enhance our site, for example [Facebook](#), [Twitter](#) and [Google](#) have their own cookies, which are controlled by them. Please refer to their own policies.

We do not identify you through the use of cookies or information sent by your computer except where you have asked us to remember your details.

3.5 Connecting via social media / video channels / Whats App

We use a number of social media and video channels to connect with our audience and those interested in Relational Mission. As with our website we will only publish 'new' content if we have the consent from those people the content refers to. Please refer to the privacy policies of our third party providers for more information.

[Twitter](#), [Facebook](#), [Instagram](#), [Vimeo](#), [You Tube](#), [Messenger](#), [Whats App](#)

3.6 Connecting via email

All emails received (inc attachments) to RM email addresses are monitored (for viruses or malicious software etc). We will use your email to correspond with you over the content of your enquiry until a conclusion is reached. The nature of the content of your email will depend how long it is kept for. We will not add your address to any direct communications list (see section 3.3) unless you have given your consent for us to do so. If at any time you wish to remove your email address from our systems then please contact us as per section 2.0.

3.7 Connecting with our training initiatives.

In order to run specific training initiatives, (e.g. [LEAD](#)), a variety of personal data (contact, experience, church info etc) is required to ensure the courses meet the needs of the applicants. This is held on a legitimate interest/contract basis. The majority of RM training is directly delivered by individual churches within our family of churches; please refer to their own privacy policies.

Initiatives directly run by RM will have information securely stored with third party providers - [Basecamp](#) and [G-Suite](#). Data will be stored for the length of the course and any subsequent follow up and until RM has met appropriate statutory obligations.

3.8 Mission teams & supporting church plants

As a part of serving our family of churches and planting new churches, mission and ministry trips are arranged (for short and long term periods). The processing of personal data and some potentially sensitive data to ensure the safe passage and security of those travelling, relocating and receiving ministry is therefore required. Specific consent is obtained for the

processing of this information and is only used for this purpose. This information is held securely until the trip has been completed or until the individual ceases to travel on behalf of Relational Mission.

4.0 Day to day running

4.1 General operation & systems

In order to facilitate the operation of Relational Mission in the main third party providers - Basecamp and G-Suite and their associated systems - are used. Information is also backed up securely to third party providers including Cloud HQ.

Paper documentation containing personal information is secured in lockable cabinets. As with the online/electronic systems access is restricted according to the 'need to know' principle as outlined in section 1.0.

In order to maintain compliance with Charity Commission and Companies House appropriate information is shared with them regarding Trustees/Directors (e.g. contact and interest information) and is held in line with the statutory minimums.

Any physical promotional literature produced involving personal information (including photos) will always require the consent of the individual involved. Unused materials will be destroyed once the promotional campaign is completed.

4.2 Employment & HR

Initial recruitment (e.g. CV personal information) to employment (e.g. contractual and ongoing performance appraisals) will contain / require personal information to be held. This information is held because of a statutory and legal responsibility to do so, but also to help ensure employees within Relational Mission are well looked after. Similar information will be held for volunteers, especially those with specific responsibilities. All of this information is held in line with principles outlined in section 1.0 and is held until all statutory responsibilities have been fulfilled.

Alongside the third party providers outlined in section 4.1, Stewardship and Peoples Pension are used to facilitate payroll and pension provision. Where applicable to the role, disclosure and barring service (DBS) requests are carried out; this is facilitated for Relational Mission by Thirtyone:eight.

NOTICE END