

# REVELATION CHURCH

## PRIVACY STATEMENT AND NOTICE

### RESPECTING YOUR PRIVACY

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](#).

Our privacy notice below tells you what to expect when Revelation Church London (RCL) collects personal information.

If you have any questions on this privacy notice, you can contact us by email on [hello@revelationchurch.org.uk](mailto:hello@revelationchurch.org.uk) or in writing to our office address: Revelation Church, Busworks – Omnibus, North Road, London, N7 9DP.

### REVELATION CHURCH PRIVACY NOTICE

#### 1. Your Rights, this notice and our approach

We are Revelation Church-London (RCL), a Registered Charity (no. 1120790) and Company Limited by Guarantee (no. 06266029). Revelation Church is also a member of the Evangelical Alliance (membership number 221868) and the Relational Mission family of churches.

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 Revelation Church (RCL) collects personal information. It applies to information we collect when you directly access our services (for example, Sunday services, events, kids and youth groups, newsletter sign ups, GC sign ups, mission teams and our RM Training courses or events) and in our day to day operation (for example, where you may give financially or apply for a paid or volunteer position with RCL).

Revelation Church London is committed to protecting and respecting your privacy. This statement explains when and why we collect personal information about people who visit us, our website, or connect with us on social media, how we use it, the conditions under which we may disclose it to others and how we keep it secure. 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 are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Revelation Church London may use your information to:

- Process a donation that you have made, and claim gift aid on it, with your written permission.
- Process transactions that you have requested, i.e. registering you for groups and events run by the church, or supplying you with tickets for events or products where that is applicable
- Ensure that children and youth attending a RCL group or event are safely registered and accounted for

- Send you communications which falls within the scope of the charitable objectives of the church, and for the purpose of developing the congregation at RCL and the Relational Mission family of churches. This would be with your written permission, via our Connect form, welcome pack, or through an event or training course booking.
- Seek your views or comments and ask for feedback
- Notify you of changes to our services, events and role-holders
- Carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments
- Provide appropriate levels of pastoral care to members
- Administer membership records and to keep records of your relationship with us. For example: what events you have attended, what enquiries or complaints you have made, what areas of work you have supported or what resources you have ordered
- Process and manage employee and volunteer roles
- Under the basis of legitimate interest, to use photographs and videos of various church events (including Sunday services, small group gatherings) that contain identifiable persons where this is deemed appropriate. Our full photo and video policy (G011) can be found online at [revelationchurch.org.uk/policy](https://revelationchurch.org.uk/policy)
- Process an application for a job or a volunteer position
- Analyse your personal information to understand demographics of those within the church, including address information. We do this to ensure that the charitable objectives of the church are being met and that what we provide is relevant for all types of people.
- Enable us to meet all legal and statutory obligations

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 data protection policies.

We may from time-to-time share data with key partners within the wider Relational Mission family of churches whom Revelation Church is a member (such as Relational Mission – Charity Reg No. 1150583, Pioneer Mission – Charity Reg No. 1191719). For a full list, email [admin@revelationchurch.org.uk](mailto:admin@revelationchurch.org.uk). This will only be done where it relates to events, newsletters and other such communications where, as partners and a family of churches we are working together. Data subjects consent to their data being shared among these parties for this limited use when they agree to this privacy policy. We will never share data relating to our day-to-day operation with these parties (for example, employment and HR). As part of this agreement all parties are committed to safeguarding the privacy of your information and each partner is fully compliant with the GDPR 2018 and Data Protection Act 2018. You can opt out or update the details we hold on you at any time by following the steps outlined in section 2 and 3.9 of this privacy statement and notice respectively.

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 below.

Our approach is further outlined in our [Data Protection Policy](#). This includes the security precautions in place to protect the loss, misuse or alteration of your information.

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. Please check this page occasionally to ensure that you're happy with any changes. By using our website or connecting with us on any other available touchpoint you're agreeing to be bound by this Privacy Statement and our Data Protection Policy.

This Privacy Notice was last updated on 8<sup>th</sup> April 2022 (reviewed on 14<sup>th</sup> March 2023 with no changes).

## 2. Queries, concerns and subject access

You can contact us to find out if we hold any personal information about you by making a Subject Access Request (SAR). To make a request to RCL for any personal information we may hold on you, a SAR or to find out more about our Privacy Notice or related queries, email us or write to us at:

Revelation Church London, Busworks – Omnibus, North Road, London, N7 9DP  
[admin@revelationchurch.org.uk](mailto:admin@revelationchurch.org.uk)

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. Accessing our services

### 3.1 Booking 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](#). 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 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 Transaction Management

Revelation Church 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.

[Xero](#) is the finance management application used by Revelation Church and is backed up using [Backupmybooks](#). [Stripe](#) is used to capture debit/credit card transactions mainly for event related transactions and any giving transactions processed through [ChurchSuite](#). Again these are [PCI-DSS compliant](#) with purchase information only stored as long as it is needed to make the transaction.

We also use [JustGiving](#) and [CAF](#) alongside [Stripe](#) and [GoCardless](#) for processing donations made via our website. JustGiving and CAF link directly with HMRC to claim Gift Aid on Revelation Church's behalf. [ChurchSuite](#) is used to process all other Gift Aid claims with HMRC, in which you have provided Gift Aid consent and asked us to claim Gift Aid on your donations. The data is only shared directly with HMRC, and consent can be withdrawn at any time by emailing [admin@revelationchurch.org.uk](mailto:admin@revelationchurch.org.uk).

We bank with [HSBC Bank](#) and our Payroll is carried out by [Dataplan](#) who process all supplier, staff and contract payments. All financial information will be shared with our chartered accountants at [JEL](#).

Records are kept as a minimum for the period required to meet statutory compliance or until the contract is completed.

### 3.3 Direct Communications

Revelation Church communicating, asking for feedback and updating members / leaders / volunteers of the church and associated members of the 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 (via the Connect Form, through a paper Connect slip or giving written consent to the Revelation Church Office).

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. ministry leaders, volunteers) where a legitimate interest is shared with Revelation Church. Contact information is held on these groups to facilitate communication, but again can be unsubscribed from and information removed at any time by you by submitting your request to [admin@revelationchurch.org.uk](mailto:admin@revelationchurch.org.uk)

From time to time we may ask for feedback to understand how we can serve people connected to Revelation Church better. Once this feedback is assessed any personal data (mainly contact information) connected to this will be deleted. We use the third-party provider [Mailchimp](#) 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**

Revelation Church London 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 [Wix](#) 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.

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

Revelation Church on its [revelationchurch.org.uk](http://revelationchurch.org.uk) website uses some [cookies](#) when you browse the website pages. 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 clicking 'Continue' on the Cookie pop-up when entering our sites you are agreeing to the use of these cookies. Turning cookies off may result in a loss of functionality when using our website. There are two types of cookie you may encounter when using our website:

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 Wix 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 / WhatsApp**

We use a number of social media and video channels to connect with our audience and those interested in Revelation Church. 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](#), [YouTube](#), [Messenger](#), [WhatsApp](#), [Zoom](#), [Microsoft Teams](#)

### **3.6 Connecting via email**

All emails received (including attachments) to Revelation Church 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.

### **3.7 Connecting with our training courses and RM Training initiatives**

In order to run specific RM training initiatives that Revelation Church operates, (e.g. LEAD, ID, Shepherd), 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.

Other Initiatives directly run by Revelation Church will have information securely stored with third party providers - [ChurchSuite](#), [Microsoft 365](#) and [G-Suite](#). Data will be stored for the length of the course and any subsequent follow up and until Revelation Church has met appropriate statutory obligations.

### **3.8 Mission teams and 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 Revelation Church.

### **3.9 Updating your ChurchSuite Communication Records or Preferences**

RCL uses ChurchSuite to host and process all personal information of guests and members of the church as outlined above, upon receipt of a completed Connect form (where this full Privacy Notice is contained).

Members of the congregation are welcome to download and access ChurchSuite app for the purpose of adapting their communication preferences. Alternatively, you can contact the church office at [admin@revelationchurch.org.uk](mailto:admin@revelationchurch.org.uk) or by post at Revelation Church, Busworks – Omnibus, London, N7 9DP at any time with such a request.

## **4. Day to day running**

### **4.1 General operation and systems**

In order to facilitate the operation of Revelation Church in the main, third party providers – [Microsoft 365](#) and [G-Suite](#) and their associated systems and cloud backup are used. For a full list of the IT systems and providers we use, please refer to our IT policy at [www.revelationchurch.org.uk/policy](http://www.revelationchurch.org.uk/policy)

Paper documentation containing personal information is secured in lockable cabinets. Online /electronic systems access is restricted according to the 'need to know' principle as outlined in section 1.

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.

## 4.2 Employment and 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 Revelation Church 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 and is held until all statutory responsibilities have been fulfilled.

Alongside the third party providers outlined in section 4.1, [Dataplan](#) 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 Revelation Church by [Thirtyone:eight](#).