

Fountain of Wisdom Ministries Data Protection and Privacy Policy

Welcome to Fountain of Wisdom Ministries (FOWM) privacy notice. FOWM is a global organisation based in Harvestime Church (the church, we, us) in Virginia Water, Surrey. The church uses personal data about living individuals for the purpose of general church administration and communication.

Our Privacy Mission Statement

FOWM respects your privacy and is committed to protecting the personal information you provide when accessing our services. Our aim is to be as clear and open as possible about what we do with your personal information and why we do it. The church is committed to the privacy of all its members, former members and those who have regular contact with us in connection with those purposes, including those who attend the church's services, events, visit our websites and use our ministries.

Purpose of this Privacy Notice

This privacy notice will inform you how we look after your personal data (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you. Our aim is to safeguard your privacy while providing you with a personalised and valuable service.

Changes to The Privacy Notice and Your Duty to Inform Us of Changes

It is important that the personal data we hold on you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

The Data We Collect About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We collect personal information each time you are in contact with us. For example, when you:

- Visit our website;
- Make a donation, by completion of offering envelopes, text, via our website or electronic means;
- Register for a conference or other Church event;
- Provide your contact details, in writing or orally, to Church staff or volunteers;
- Purchase goods or services, including when you provide credit or debit card details;
- When you attend church services or participate in other Church activities;
- Communicate with the Church by means such as email, letter, telephone;
- Face to face meetings with staff and volunteers;
- Access social media platforms such as Facebook, YouTube, WhatsApp, Twitter, Instagram

How do we process your personal information?

The church complies with its obligations under the General Data Protection Regulation (GDPR) by keeping personal information up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of information; by protecting personal information from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal information.

As a church, we hold records of the people in our congregation, volunteers, guest and service users and use this information to coordinate church activities and to keep you informed of things happening in the life of the church.

We also collect and use information about our suppliers, contractors and staff. This information is used to manage and administer the church and to carry out our charitable purposes. We will only use your personal data when the law allows us to.

We have set out below a description of the ways we plan to use your personal data. We will only use your personal information for the following purposes: -

- To manage, administer and promote the life of the church;
- To process donations, sales transactions, or other payments;
- To provide you with information about our services, activities or online content;
- To administer our courses or events;
- To manage our websites and social media accounts;
- To provide a personalised service to you when you visit our websites e.g. by customising the content and/or layout of our pages;
- To communicate with you by appropriate means such as written communication, email, SMS message, and other methods as appropriate technology develops;
- To manage our employees and volunteers;
- To maintain our own accounts and records (including the processing of Gift Aid);
- To prevent and detect crime where we need to comply with a legal or regulatory obligation;

We will not use the information you provide to:

- Send you content unrelated to your preferences;
- Sell on to third parties to contact you.

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. You will receive marketing communications from us if you have requested information from us or purchased goods, attended an event or course with us and, in each case, you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any company outside FOWM for marketing purposes. You can ask us or third parties to stop sending you marketing messages by clicking on an unsubscribe link in one of our emails to

you or by emailing office@uk.fowm.org at any time. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product purchase, event registration or other financial transactions.

Use of cookies

FOWM does not use cookies to collect personally identifying information about you. However, if you wish to restrict or block the cookies set by any FOWM website, or indeed any other website, you can do this through your own browser's settings. The 'Help' function within your browser should tell you how. If you disable or refuse cookies, please note that some parts of our websites may become inaccessible or not function properly.

Data Security

The church uses a secure church management system that is only accessible by authorised staff and ministry leaders. We have taken all practical and reasonable technical measures to ensure our administrative and processing activities are secure.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

We keep data in accordance with the guidance set out by the GDPR. We endeavour to maintain only data that is relevant, accurate and up to date. We have internal processes to periodically review the data we hold and delete data that is no longer relevant to our purpose for processing. Specifically, we retain member and former member information while it is still current; Gift Aid declarations and financial data for up to 6 years after the calendar year to which they relate; and legal registers (baptisms, marriages, funerals) and safeguarding records permanently.

Your rights and your personal information

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

- **Access to your information:** You have the right to request a copy of the personal information about you that we hold. (Commonly known as a "data subject access request").
- **Correcting your information:** We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

- **Deletion of your information:** You have the right to ask us to delete personal information about you where:
 - you consider that we no longer require the information for the purposes for which it was obtained or that we no longer need to retain it in accordance with our statutory obligations;
 - you have validly objected to our use of your personal information - see ‘Objecting to how we may use your information’ below;
 - our use of your personal information is contrary to law or our other legal obligations.
- **Objecting to how we may use your information:** Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.
- **Restricting how we may use your information:** In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.
- **Withdrawing consent using your information:** Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given. Please contact us in any of the ways set out in the ‘Contact information and further advice’ section if you wish to exercise any of these rights.
- **Lodging a complaint:** If you feel we have used your information incorrectly or without lawful basis, or you dispute our lawful basis, you have the right to lodge a complaint with the Information Commissioner’s Office (ICO).

If you wish to exercise any of the rights set out above, please email office@uk.fowm.org

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Security

Our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised personnel have access to user information. We use secure server software to encrypt financial information you input before it is sent to us. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur, we use reasonable efforts to prevent this.

Changes

We may make changes to this Policy from time to time, therefore, you may wish to check it each time you submit personal information to us. If we change our Privacy Policy we will post the most recent revision on this page. If the change in our Privacy Policy affects the use of your personal information, we will use reasonable efforts to contact you to seek your consent.

Your acceptance of this Policy

By using our sites or any other method of communication referred to in this Privacy Policy, you consent to the collection and use of information by Fountain of Wisdom Ministries in accordance with this Policy. If you do not agree to this Policy, please do not use our sites or any other method of communication referred to in this Policy.

Making a Complaint

If you wish to complain about the way that we have used your personal information then you may write to: Fountain of Wisdom Ministries, Harvestime Church, Old Church Hall, Rear of Station Parade, Virginia Water, GU25 4AB. Alternatively you may contact the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 0303 123 1113 www.ico.gov.uk