

Faith Christian Group is committed to protecting our supporters, teams, volunteers and anyone else from whom we collect personal data. This Privacy Notice explains what to expect when Faith Christian Group collects and uses your personal information.

Personal data – what is it?

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (the “GDPR”). Legally speaking Faith Christian Group is a ‘*data controller*’. This means we decide how personal data is processed and for what purposes.

What sort of data do we collect?

FAITH collects data for several different people groups

- **ReadiFood clients**

We only record such information regarding people needing emergency food parcels as is necessary to know what they need and where to deliver it. In this context we rely on referring agencies to have gained permission to share data with us in order that we may provide the food parcels.

Data is kept on a dedicated computer database currently housed courtesy of Digital Ocean. Access is by **user name** and **password**. Users are restricted to staff and a limited number of volunteers. **We do not share data with other agencies.**

- **A bed for the night guests (currently not in operation)**

We are provided with a very basic Common Assessment Form by St Mungos for any guest referred to us. This will include any allergies or medical conditions that we need to be aware of. Non-referred guests are asked a series of questions before entry in order to verify their qualification to use the night shelter.

- **ReadiStreet clients**

We simply do not record anything about anyone unless referring on to ReadiFood for a food parcel. We also maintain an accident book, so a person’s name would be recorded in the event of an accident.

- **Volunteers** – All volunteers, whether for **ReadiFood**, **ReadiStreet** or **a bed for the night**, complete application forms which contain names, addresses, phone numbers and referees. Such information is vital in order to organise teams and pass information to volunteers. Phone numbers and email addresses are likely to be shared within teams. Application forms include a consent statement around personal information.
- **Supporters / Sponsors** – Anyone wishing to receive updates about the work of aspects of Faith Christian Group can sign up to **email** or **postal updates**. All subscribers were approached to re-subscribe before the changes made by GDPR in May 2018.

How do we process your personal data?

Faith Christian Group complies with its obligations under the “GDPR” by:-

- keeping personal data up-to-date;
- storing and destroying it securely;
- not collecting or retaining unnecessary data;
- protecting personal data from loss, misuse, unauthorised access and disclosure;
- ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes: -

- To enable us to provide our services for the benefit of the public as specified in our constitution;
- To be able to contact supporters;
- To fundraise for and promote the interests of the charity;
- To manage our employees, contractors and volunteers;
- To maintain our own accounts and records (including the processing of gift aid applications);
- To inform supporters of news, events and activities.

What is the legal basis for processing your personal data?

- We will obtain **explicit consent** from supporters and volunteers, so that we can keep them informed about news, events, activities and services.
- Processing is necessary for legitimate interests in running and promoting the charity. Legitimate interest includes, but is not limited to:
 - Facilitating the work of our Board of Trustees;
 - Maintaining our working relationships with partner organisations and suppliers;
 - Developing new working relationships with prospective partner organisations and suppliers;
 - Processing donations; © The Faith Christian Group Registered CIO 116 33 55
 - Stewarding our relationships with donors.

Sharing personal data

Personal data will be treated as strictly confidential and will only be shared with members of staff and volunteers of **Faith Christian Group** for purposes connected directly with the activity of the charity, such as if the data relates to a volunteer of the charity who needs to be in contact with a team of volunteers or staff, or where the name and address is required in order to make a parcel delivery to a home address.

We would only share data with third parties outside of the charity

- with consent from the individual;
- if legally required to do so, e.g. a Police investigation;
- if there was good reason to believe that there is a safeguarding issue;

How long do we keep personal data?

We will keep **supporters** subscribed until such time as they ask to be unsubscribed. In addition, we retain employment data, volunteer data, donation records, gift aid declarations and associated paperwork in-line with current legislation or recommended “best practice”.

[ReadiFood clients](#) need to be kept on our database indefinitely due to the possibility of them returning even after several years have passed.



Your rights and your personal data

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

- To request a copy of your personal data which Faith Christian Group holds about you;
- To request that Faith Christian Group corrects any personal data if it is found to be inaccurate or out of date;
- To request your personal data is erased;
- To withdraw your consent to the processing at any time;
- 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;
- To object to the processing of personal data;
- To lodge a complaint with the Information Commissioners Office;

CCTV

We have CCTV cameras installed on the premises as a result of two break-ins and thefts. Footage and images are recorded solely for the purpose of identifying criminal activity.

Cookies

Faith Christian Group does not use cookies on its website and does not collect personal data of any sort, such as IP addresses, about visitors to our websites.

Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact

Faith Christian Group at 33 Boulton Road Reading Berkshire RG2 0NH

Signed

Andy Dickens

Director March 2023 - Reviewed