

# New Wells Church Family - Privacy Policy

## Introduction

This privacy policy explains how we use any personal information we collect about you when you contact us by phone, email, letter, attend any of our events or when you use our website.

We take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.

Note that New Wells Church Family may act as the data processor for partner churches by agreement, where this is the case there will be a separate Privacy Policy for those churches.

Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement, and in line with UK data protection law which includes but may not be limited to the Data Protection Act 2018, the UK General Data Protection Regulations (UK GDPR) and the Privacy and Electronic Communications Regulation (PECR).

This notice provides information concerning the processing activities for New Wells Church Family. We are a Charitable Incorporated Organisation with the registration number 1173803. We are a member of the Baptist Union of Great Britain. Our registered address is Hythe Road, Willesborough, Ashford, Kent TN24 0QR .

We can be contacted by telephone: 01233 632739

Email: admin: [office@newwells.church](mailto:office@newwells.church)

Our data protection officer can be contacted by emailing: [dataprotection@newwells.church](mailto:dataprotection@newwells.church)

You can find more information about New Wells Church Family on our website [newwells.church](http://newwells.church)

## What information do we collect about you?

We collect information about you when you:

- Submit your contact details in our Church Suite App or via our website
- Sign up for email updates or newsletters
- Contact us
- Place orders for free or paid services (including training, conferences or other events)
- Apply for membership
- Complete surveys or provide feedback
- Apply to join one of our groups

This information may include:

- Name\*
- Sex
- Email\*
- Telephone numbers
- Address

We may also collect material that you proactively post or contribute to our sites including social media and any correspondence you have with us.

As is standard practice on most websites, our website uses “cookies” and other technologies to help us understand which parts of our websites are the most popular, where our visitors are going, and how much time they spend there. See below for more information about cookies.

When you contact us by email, letter or on the phone, we may also record this information to help us process your request efficiently.

## How do we use your information?

We collect information about you in order to provide you with the services you expect or need and in connection with our purposes as a Baptist Church and/or Charity. New Wells Church Family is committed to protecting personal data and respecting the rights of our data subjects (i.e. the people whose personal data we collect and use). We value the personal information entrusted to us and we respect that trust by complying with relevant laws and adopting good practice.

We collect personal data for the following purposes:

- To administer membership records;
- To communicate with members and attendees about news, events, activities and services held at or by New Wells Church Family;
- To provide pastoral care;
- To provide services for the benefit of the public;
- To safeguard children, young people and adults at risk;
- To safeguard the health of individuals taking part in activities run by the church;
- To recruit, support and manage our employees and volunteers;
- To fundraise and promote the interests of the charity;
- To maintain our own accounts and records (including the processing of Gift Aid applications).

## Where do we store your information?

### Online forms

The forms on our website collect information that is stored either by the website provider, [Subsplash](#), or in the database provided by [ChurchSuite](#). The contracts we have with these providers ensure their practices comply with UK data protection law and we regularly delete data from these systems.

### Website accounts

Your details are stored in Church Suite or on our website depending on the service you have requested - the personal data within your account is stored in secure web servers.

If you are a registered user of Church Suite or have created an account on our website then you are responsible for keeping password(s) confidential. We ask you not to share your password with anyone for your own security.

### **Security and encryption**

We take great care to ensure that our website operates at the highest security levels and that our suppliers are committed to best practice in digital security. Our website provider processes data outside of the UK but is compliant with UK GDPR under the [UK-US Data Bridge](#). You can read more about how our website provider keeps your information private [here](#).

Personal data is also held securely in a system called Church Suite; hosted in secure UK data centres meeting the stringent standard for ISO27001. You can read more about Church Suite security [here](#).

Other personal data held by us is stored securely in Microsoft cloud servers. We use systems including Microsoft Teams, SharePoint and OneDrive with data held in UK data centres to comply with UK data protection laws.

It is worth noting that security of data transmission via the internet can never be 100% guaranteed, and if you choose to send us data electronically then transmission of your data is at your own risk until it reaches us safely.

### **Cookies**

As is standard practice on many websites, our website use “cookies” and other technologies to help us understand which parts of our websites are the most popular, where our visitors are going, and how much time they spend there. Cookies contain information that is transferred to your computer’s hard drive. These cookies are used to store information, such as the time that the current visit occurred, whether the visitor has been to the site before and what site referred the visitor to the web page.

By continuing to use this website you agree to us placing cookies on your device. Most web browsers accept cookies by default, but you can change these settings to prevent this if you wish. You should consult the documentation of your web browser for advice on how to do this. Please note that certain features of our website may not fully function or be available once cookies are disabled.

As is true of most websites, we gather certain information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We may also track usage data, such as how frequently you visit our site or use our applications, how many messages you send, and how you engage with our content.

We also use Google Analytics. Google Analytics is a web analytics tool that helps website owners understand how visitors engage with their website. Like many services, Google Analytics uses first-party cookies to track visitor interactions as in our case, where they are used to collect information about how visitors use our site. We then use the information to compile reports and to help us improve our site.

We also may use other Google Analytics tools, such as Demographics and Interest Reporting, which enable us to learn more about the characteristics and interests of the users who visit our Site which enables us to provide relevant information on our website(s) and other online media.

Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. You can opt out of Google analytics without affecting how you visit our site – for more information on opting out of being tracked by Google Analytics across websites you use, visit the Google Analytics Opt-out page at <https://tools.google.com/dlpage/gaoptout>.

You can read more about how we use cookies on our website [here](#).

## The lawful basis for processing your personal data

Processing is necessary for the purposes of the legitimate interests of New Wells Church Family in the coordination of its normal activities.

Explicit consent is received for the processing of health data, for the publishing of personal data (e.g. in the church directory), for sharing personal data outside of New Wells Church Family, and for direct marketing related to certain events and activities;

Processing is necessary for the performance of a contract;

Processing is necessary for carrying out legal obligations, for example, in relation to Gift Aid, or under employment, social security or social protection law, or a collective agreement;

Processing is carried out during legitimate activities by a not-for-profit body with a religious aim provided: -

- the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and
- there is no disclosure to a third party without consent.

## Special categories of data

Processing of sensitive personal information (known as 'special categories of personal data' in the UK GDPR) is prohibited unless a lawful special condition for processing is identified.

Religion is classed a special category data and may be recorded by New Wells Church Family for the purposes of legitimate interests, for example to provide pastoral care or baptisms.

For the purposes of Schedule 1, Part 4 of the Data Protection Act 2018, more information about the church's processing of special category and criminal offence data under Conditions 10, 11, 12, 18, 19 and 31 found in the "Appropriate Policy Document" in Schedule 2 of our **Data Protection Policy**.

## How long do we keep your information?

We do not keep your information for longer than necessary. We endeavour to keep membership contact details up to date and current. You can help us to keep your information current by updating your contact details if they change.

For further information please refer to New Well Church Family's **Data Retention Schedule**.

## Keeping your information up to date

We want to make sure that any personal information we hold about you is accurate and up to date. You can:

- Manage your personal information online through Church Suite and your Website Account.
- Contact us to correct or remove information you think is inaccurate.

## Sharing your information

Your personal data will be treated as confidential and will only be shared with other members and regular attendees of the church, with your consent, in order to carry out a service to other church members or for purposes connected with the church. We will only share your data with third parties outside of the church with your consent or if there is legal requirement to do so.

## Other websites

Our website and social media may contain links to other websites not owned or administered by New Wells Church Family. This privacy policy only applies to our website so when you follow a link to other websites you should read their own privacy policies. The signposted organisations may use tracking in these hyperlinks to monitor engagement from our website to theirs.

## Social media

New Wells Church Family uses social media to communicate with our members and regular attendees of the church and with the public to promote its legitimate purposes. Data is hard to control on social media and individuals need to take responsibility for their personal data and be aware of the privacy notices for platforms hosting our content (e.g. Facebook). You can read more about our approach to social media in our **Social Media Policy**.

## Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 26 November 2025.

## Your rights

Data protection regulations give you clear rights over how your data is used by us. A full list of your rights can be found on the [ICO website](#).

### Right to access

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please contact us.

We will not charge you for this service unless the request is 'manifestly unfounded or excessive or repetitive'.

#### **Right to rectification**

Please let us know if you think the personal data we hold for you is wrong.

#### **Right to erasure**

Please let us know if you would like us to erase the personal data we hold for you.

#### **Right to restrict processing**

Please let us know if you have previously given us consent to process data but now wish to withdraw consent or would like to restrict processing for any other reason.

#### **Complaints**

If you are concerned about the way New Wells Church Family is processing your personal data, you have the right to object.

To exercise any of your data protection rights please contact us using the following details:

Email: [dataprotection@newwells.church](mailto:dataprotection@newwells.church)

Write to : The Data Protection Trustee, New Wells Church Family, Hythe Road, Willesborough, Ashford, Kent TN24 0QR

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on its [website](#).

You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on [individual rights](#).

You can find information about how to complain about New Wells Church Family as a charity on the government [website](#).