

Be A Good Neighbour Privacy Policy

30th March 2020

Our contact details

Name: Revd. Stephen Gray

Address: Crewkerne Community Church, Barn Street, Crewkerne
TA18 8BP

Phone Number: 01460 77489

E-mail: church@crewkerne.org; crewkernechurch@gmail.com

The type of personal information we collect

We currently collect and process the following information:

Volunteers & Admin: Name, Address & Postcode, Telephone/Mobile Number & Email Address, Financial Details.

Those Registered for Help: Name, Address & Postcode, Date of Birth, Telephone/Mobile Number, Email Address, Financial Details.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For Volunteers & Admin: Mobile numbers are requested in order to add volunteers to the WhatsApp group(s) where the needs are shared and responded to.
- For Volunteers & Admin: Email addresses are collected by virtue of the way a volunteer might sign-up. i.e. Responding directly to church@crewkerne.org or through corona-helpers.co.uk.
- For Volunteers & Admin: Financial details are only requested if a volunteer requests to be reimbursed for shopping by Bank Transfer.
- For Those Registered for Help: Landline & Mobile Numbers are requested in order to provide the service of a three day call back by the Admin Team or Specific Volunteers and also to liaise with volunteers regarding delivery of shopping & prescriptions etc.



- For Those Registered for Help: Addresses and Postcodes, Date of Birth are requested in order to deliver shopping and also to provide security/I.D. when picking up prescriptions from local pharmacies.
- For Those Registered for Help: Emails are collected by virtue of how a person registers for help. i.e. By emailing church@crewkerne.org or through corona-helpers.co.uk
- For Those Registered for Help: Financial Details will only be received by virtue of the information declared when doing a Bank Transfer. These Details are restricted to the view of the Account Holders only S.Gray & R.Walker and a Book Keeper for the Admin Team. P.Ward.

We also receive personal information indirectly, from the following sources in the following scenarios:

- For Those Registered for help: Friends/Family or Neighbours may pass on your information in order to register your need for help.

We use the information that you have given us in order to facilitate the administration and practice of Be A Good Neighbour.

We may share this information with South Somerset Safeguarding Team & Avon/Somerset Police. In the event of a safeguarding issue or Emergency one of the Be A Good Neighbour Admin Team will contact the above.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting Revd. Stephen Gray, 0146077489 or by email: church@crewkerne.org or via the WhatsApp Be A Good Neighbour Volunteer Group(s)

How we store your personal information

Your information is securely stored at Crewkerne Community Church, Barn Street, Crewkerne TA18 8BP.

We will keep paper copies of all received information for the duration of the Covid-19 pandemic. We will then dispose this information by Shredding all paperwork which will then be bagged, secured, and sent to a specialist disposal facilitator.



The digital information stored will be deleted by the Closure of the Be A Good Neighbour Volunteer Group & the Be A Good Neighbour Admin Group. All Admin & Volunteers will be requested to delete any information on their Mobile Phones relating to Be A Good Neighbour.

Financial information will be deleted by the closure of the Nationwide account set up by S.Gray & R.Walker to serve the purpose of Be A Good Neighbour.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Be A Good Neighbour, Crewkerne Community Church, Barn Street, Crewkerne TA18 8BP. Tel:01460 77489. Email:church@crewkerne.org if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Crewkerne Community Church, Barn Street, Crewkerne, TA18 8BP.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

