

ELIM FAMILY FESTIVAL

PRIVACY POLICY



Please read the attached information so that you are fully aware of how we hold your data.

At Elim Family Festival, we are committed to protecting and respecting your privacy. The information you share with us is used for operational purposes. This policy tells you what information we collect, steps we take to protect it and secure it, how we use and share the information, and finally how you can contact us with any questions.

How do we collect information from you?

We obtain information about you when you when you complete the following:

- Booking Form (Either using our online booking system or paper form)
- Children's Groups' Registration Forms
- If you provide information when donating online, as a one-off payment or regular standing order and/or to enable us to collect Gift Aid
- Day Visitor Form
- Off-site permission slips for those aged 16-17

This information is collected by approved volunteers.

What type of information is collected from you?

The personal information we collect includes your name, address, date of birth, email address and other relevant contact information in order to include you in our communications and, where relevant, for you to be an active and effective team member. For those who give to any offerings to Elim Family Festival via standing order or direct debit and/or are part of the Gift Aid scheme, we will also need to store your bank details. It is a legal requirement that these details are shared by Elim HQ and HMRC.

How is your information used?

We may use your information to:

- Process a donation that you have made to Elim Family Festival either as a one-off or a regular gift
- Communicate any additional information after your booking up to, during, and after your stay on site that is relevant
- Adequately prepare resources for you or your child/children in your care for your time on site
- Inform you of your role on a team or rota where relevant
- Notify you of changes
- Send you communications regarding the next year's Elim Family Festival

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will only keep your records for the 12 months following the Elim Family Festival you have booked into. These records will be securely deleted after that time.

Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

We may pass your information to our third party service providers, agents subcontractors, and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example our online booking system, to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. In rare cases we may be required by law to share details with third parties, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third-party providers such as Ecwid, Elim HQ and HMRC. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share your information with us which we will use in accordance with this Privacy Policy.

When you are using our secure telephone donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact the Elim Family Festival Administrator on elimfest@gmail.com.

How you can access and update your information?

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or if any of the other information we hold is inaccurate or out of date, please contact Liz and Steve Robinson, by email at elimfest@gmail.com or write to us at Elim Family Festival Administrator, 3 Winbrook Mews, Winbrook, Bewdley, Worcestershire, DY12 2BA. You can also contact Elim HQ as the Data Controller and their Data Protection Officer by email at DPO@elimhq.net.

You have the right to ask for a copy of the information Elim Family Festival hold about you at any time. However, over excessive requests for information will be charged. This is called a SAR (Subject Access Request). A SAR can be given to the Data Controller (Elim HQ) and they will cooperate within 30 days. Any information that is not about you but on the same page will be redacted to maintain the privacy of others. You have the right at any time to request that we delete your information. Again any requests to do this should be given to the Data Controller and they will ensure this happens within 30 days of your request. However, some information cannot be deleted due to legal reasons for example payment information as already stated and any safeguarding notes. These must be kept by Elim Family Festival securely.

You have the right to lodge a complaint with Elim's Data Protection Officer who you can contact at DPO@elimhq.net. You can also lodge a complaint with 'Information Commissioners Office' if you feel that any of our Privacy Policy is not being adhered to.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected. However, no data transmission over the internet can be guaranteed 100% secure. Consequently, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk.

Aged 13 or Under

We are concerned to protect the privacy of children aged 13 or under. If you are aged 13 or under, please get your parent/guardian's permission before providing any information to us.