

Website Privacy Notice

Last updated: 16 September 2026

This notice explains how Christ Church Herefordshire (operating under the registration of Freedom Church Hereford, a registered charity in England and Wales, charity number 1161926) collects, uses and protects your personal data when you visit or use herefordshire.church ("this website", "we", "us", "our").

It is written to comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

This notice covers only this website. If you take part in our children's or youth ministries, in-person groups, or give financially, separate information is provided to you at the time — see our Safeguarding Policy, linked in the footer of this site, for how we handle data collected in person about children and young people.

1. Who we are

Data controller: Freedom Church Hereford, operating as Christ Church Herefordshire, registered charity no. 1161926.

Registered / correspondence address: The Forge Chapel, 161 Holme Lacy Road, Hereford, HR2 6DG.

Contact for privacy queries: kris.coppock@herefordshire.church marked for the attention of DPO / Privacy Contact.

We are part of the wider Freedom Church network; where we share data with the network's central team, this is set out in "Sharing your personal data" below.

2. The personal data we collect through this website

2.1 When you use our contact form

If you get in touch using the contact form on our website, we collect:

- your first and last name
- your email address
- the content of the message you send us

We use this only to respond to you and to deal with whatever you have asked us about.

2.2 When you browse the website

Like most websites, herefordshire.church automatically collects some technical information through cookies and similar technologies, such as your IP address, browser and device type, and how you interact with the site. Some of this is essential to make the site work; some (our use of Google Analytics) is only collected with your consent. See "Cookies" below for full details and how to control this.

2.3 Children's and youth ministries

Groups such as Children's Church (ages 2–11) and Zeal (ages 11–16) are run by DBS-checked leaders. We do not currently collect personal data about children through this website. Any registration, emergency contact, medical or consent information needed to run these groups safely is collected in person, directly from parents/carers, and is handled under our Safeguarding Policy (see the link in the site footer), not under this website notice.

3. How and why we use your data, and our legal basis

UK data protection law requires us to have a valid legal basis for everything we do with your personal data. The table below sets out our main purposes:

Purpose	Data used	Our legal basis
Responding to an enquiry sent through the website contact form	Name, email address, and the content of your message	Legitimate interests – responding to enquiries from people who contact us is necessary to run the church and its community, and is what you would reasonably expect
Keeping the website secure and working correctly	Technical data such as IP address and browser type, collected via essential website cookies	Legitimate interests – necessary to keep the site secure, and PECR's "strictly necessary" exemption applies so no cookie consent is required for this
Understanding how visitors use the website (Google Analytics)	Usage data such as pages viewed, time on site, approximate location and device/browser type, linked to a cookie identifier	Consent – you will be asked to opt in via a cookie banner before these cookies are set (see "Cookies" below)
Safeguarding children and adults at risk who take part in our children's and youth ministries (e.g. Children's Church, Zeal)	Details collected in person by our DBS-checked leaders, such as a child's name, age, and emergency contact and medical information	Legal obligation and vital/substantial public interest – processed under our separate Safeguarding Policy, not through this website

We do not use your personal data for automated decision-making or profiling that produces legal or similarly significant effects on you.

4. Cookies

Cookies are small text files placed on your device. We use two kinds on this website:

- Strictly necessary / functional cookies – set by our website platform (Wix) to make the site work, remember your preferences and keep it secure. These do not require your consent under PECR and cannot be switched off through our site, though you can block them in your browser settings.
- Analytics cookies (Google Analytics) – used to understand how visitors use the site (e.g. which pages are popular), so we can improve it. These are not "strictly necessary" and are only set with your consent, given through the cookie banner shown when you first visit. You can withdraw or change your consent at any time [via the cookie settings link in the site footer / by clearing your cookies and revisiting the banner].

Where we rely on Google Analytics, data is processed by Google in accordance with Google's own privacy policy. You can find out more about Google's approach to privacy at policies.google.com/privacy, and you can opt out of Google Analytics tracking across all websites using Google's browser add-on.

5. Sharing your personal data

We do not sell your personal data. We may share it with:

- service providers who help us run this website (for example, our website hosting platform, Wix, and Google, as our analytics provider), acting on our instructions;
- the wider Freedom Church network's central team, where relevant to the purpose you contacted us for;
- professional advisers, regulators, or the police/local authority where we are legally required to, or where necessary to protect the safety of a child or adult at risk under our safeguarding duties;

- any successor organisation, in the unlikely event of a reorganisation of the charity.

We require any third party who processes personal data on our behalf to keep it secure and to use it only for the purposes we specify.

6. Where we store your data

Our website is hosted by Wix, and analytics data is processed by Google. Both may store or process data outside the UK, including in the United States. Where this happens, we rely on the safeguards those providers put in place (such as the UK's International Data Transfer Addendum to the EU Standard Contractual Clauses, or an equivalent adequacy mechanism) to ensure your data continues to receive a comparable level of protection.

7. How long we keep your data

We only keep personal data for as long as necessary:

- Contact form enquiries: kept for up to 24 months from your last contact, unless a longer period is needed to deal with your enquiry or a related safeguarding matter.
- Analytics data: retained by Google Analytics in line with our account settings for up to 14 months.
- Safeguarding records relating to children and young people are retained in line with Evangelical Alliance safeguarding guidance, as set out in our Safeguarding Policy.

8. Your rights

Under UK data protection law, you have the right to:

Right	What it means
Access	Ask us for a copy of the personal data we hold about you
Rectification	Ask us to correct inaccurate or incomplete data
Erasure	Ask us to delete your data, where we do not have a legal reason to keep it
Restriction	Ask us to limit how we use your data while a query is resolved
Objection	Object to processing based on legitimate interests
Withdraw consent	Withdraw consent at any time where consent is our basis (e.g. analytics cookies), without affecting processing carried out before you withdrew it
Portability	Ask for data you provided to us to be given to you, or transferred, in a portable format, where processing is based on consent or contract

To exercise any of these rights, contact us using the details in "Who we are" above. We will normally respond within one month.

9. Keeping your data secure

We take reasonable technical and organisational steps to protect the personal data we hold, including relying on the security features of our website platform (Wix) and restricting access to enquiry messages to those who need them to respond.

10. Changes to this notice

We may update this notice from time to time, for example if we start using a new tool on the website. The “Last updated” date at the top shows when it was last revised. We encourage you to check back periodically.

11. How to complain

If you are unhappy with how we have handled your personal data, please contact us first using the details above so we can try to put things right.

You also have the right to complain to the UK’s independent regulator, the Information Commissioner’s Office (ICO):

- Website: ico.org.uk/make-a-complaint
- Telephone: 0303 123 1113
- Post: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF