

Reality Church London Data Privacy Policy

Last updated: October 2025

Reality Church London (RCL) is committed to protecting and respecting your privacy. This statement explains when and why we collect personal information about people who visit us, our website, or connect with us on social media, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this statement from time to time as both this statement and our policy are kept under regular review, so please check this page occasionally to ensure that you're happy with any changes. By using our website, or connecting with us on any other available touchpoint, you're agreeing to be bound by this statement and our data protection policy.

Any questions regarding this policy and our privacy practices should be sent by email to info@realitychurch.london or by writing to 86-90 Paul Street, London, EC2A 4NE.

Who we are

Reality Church London is a Christian church based in London. For more information about who we are as a church, visit our website realitychurch.london. From a legal perspective, Reality Church London is a charitable incorporated organisation registered in England and Wales (charity number: 1167535).

Data protection and the GDPR

Our legal obligations in relation to your personal data are primarily governed by the EU General Data Protection Regulation (GDPR), which came into effect on 25 May 2018. For more information about data protection and the GDPR, you may wish to check the guidance provided by the Information Commissioner's Office.

Our data protection obligations

In the course of our activities we process and store personal data relating to individuals involved in the church. As such, we are subject to privacy and data protection obligations imposed by the GDPR. We take these responsibilities very seriously and we

are committed to ensuring that we are not only complying with the letter of the law, but we are also being faithful stewards of the personal data entrusted to us.

Our commitments regarding your personal data

We promise:

- To respect you and your privacy;
- To safeguard your data;
- To be transparent with you about the data we collect and the purposes for which we will process it;
- Not to do anything with your data that you would not reasonably expect;
- Never, under any circumstances, sell your personal data; and/or
- To allow you to freely access and edit the data we hold on you via ChurchSuite.

How do we collect information from you?

We obtain information about you when you use our website, fill out a form on our website, sign up for any of our events on ChurchSuite, register a child with us for a kids or crèche, Serve, Give or apply for a paid or volunteer position with the church. We will only receive your personal data via :

- The ChurchSuite online platform;
- Directly from you (e.g. when you provide your details on the Reality Church London website, or giving); and/or
- Another online platform used by Reality Church London, such as Mailerlite.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, phone number, attendance information at events, groups and meetings, IP address, and information regarding what pages are accessed and when. If you make a purchase from us, for example for the purpose of purchasing event tickets, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

How we use your personal data

We use your personal data primarily for the purpose of being able to communicate with you regarding information and activities relevant to the life of the church. By way of example, this may include:

- Process a donation that you have made, and claim gift aid on it, with your permission.
- Process transactions that you have requested, i.e. registering you for groups and events run by the church, or supplying you with tickets for events or products where that is applicable
- Ensure that children attending RCL gatherings or events are safely registered and accounted for.
- Send you communications which fall within the scope of the charitable objectives of the church, and for the purpose of developing the congregation at RCL. This would be with your written permission, via our Connect Form, event registration etc.
- To seek your views or comments;
- To notify you of changes to our services, events and role holders;
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments.
- To enable us to meet all legal and statutory obligations.
- Process an application for a job or a volunteer position.

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, or children's registration and attendance). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

Who has access to your information?

We will not sell your information to third parties.

Third Party Service Providers working on our behalf

We may pass your information to a third party associated organisation for the purposes of completing tasks and providing services to you on our behalf (for example to register you with an external event like Creation Fest). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service. Please be reassured that we will not release your information to third parties beyond RCL, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. When you are using our secure online 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 us.

Your choices

You have a choice about whether or not you wish to receive information from us. We will collect your contact information via our Connect Form and store it on ChurchSuite from where we send you details of church life, events and groups. If you do not want to receive these communications, you have the right to remove your information from ChurchSuite, or you can request such a preference via the church office at any time.

How you can access and update your information?

RCL uses ChurchSuite to host and process all personal information of guests and members of the church. Members of the congregation are invited to download and access ChurchSuite for the purpose of staying in contact with the rest of the church and for adapting their communication preferences.

Alternatively, you can contact the church office at info@realitychurch.london at any time with such a request. You have the right to ask for a copy of the information RCL holds about you (multiple requests for the same data may be subject to an administrative fee to cover our costs in providing you with details of the information we hold about you).

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. RCL uses ChurchSuite as its data management system. ChurchSuite is a cloud hosted, web based management system which complies with the principles of the GDPR. Below is a section of the ChurchSuite privacy policy:

“Maintaining the security of your data is one of our highest priorities, and to this end, all access to ChurchSuite is over an SSL (<https://>) connection, which provides 256-bit military grade encryption to ensure that all data in transit between your web browser and ChurchSuite is fully encrypted. Where we are required to store any usernames or passwords for third-party integrations, such as social media or communication channels, we will always encrypt these details before they are stored on our servers. Once we have received any data and stored it on our servers, we make commercially reasonable efforts to ensure its security on our system. To this end, we have chosen to host our ChurchSuite servers in a data centre that meets some of the strictest of industry security requirements, and is classified as a Tier 2 data centre. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure, so whilst we strive to protect your personal information, unfortunately we cannot warrant the security of any information you transmit to us.”

This final paragraph applies to the transmission of data over the internet from any RCL email account too.

Demographic information

Using management information tools on ChurchSuite, we may analyse your personal information to understand demographics of those within the church, including address information. We do this to ensure that the charitable objectives of the church are being met and that what we provide is relevant for all types of people.

Who has access to your personal data

We strictly limit the number of people who may have access to the personal data which we hold. This will typically be limited to the staff and charity trustees of Reality Church London. Other people may have limited access rights (e.g. ministry leaders will have

personal details for individuals involved in their particular ministries, for the purpose of maintaining serving rotas etc.).

Your rights as a data subject

You have the right to:

- request a copy of the information we hold about you;
- update or amend the information we hold about you;
- change your communication preferences at any time;
- ask us to remove your personal information from our records;
- object to the processing of your information for marketing purposes; and/or
- raise a concern or complaint about the way in which your information is being used.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Policy

We keep this statement under regular review. This statement was last updated on October 2025.