



Privacy notice

Creation Fest Limited is a UK Christian festival and charity, registered in England and Wales (1121924). We are also a company limited by guarantee, registered in England and Wales (05824431).

This document explains what to expect when Creation Fest collects and uses your personal information. We encourage you to carefully read this notice and if you wish to have more information about the data protection and privacy policies or further clarification, please contact our team who will be happy to assist.

Address: Creation Fest Limited, The Goods Shed, Southern Way, Wadebridge, PL27 7BX.

Phone: 0844 8794 703 or Email: info@creationfest.org.uk

Our promise

Creation Fest is committed to respecting your privacy and ensuring that your personal information you have entrusted us with is held securely. We process your data in accordance with the 2018 General Data Protection Regulations, which give you more control over the personal information we hold about you.

How we collect personal information

We collect personal information in the following ways:

Directly from you when you:

- Register to be one of our lovely volunteers who help keep this event going;
- Register to camp at the festival;
- Make a donation;
- Contact us with an enquiry;
- Sign up to receive our prayer letter & newsletters;
- Are a church leader and/or have a key role in a church working in partnership with Creation Fest UK;
- Apply for a job to join our great team;
- Apply to be a band, speaker, exhibitor or food vendor at the event/s.

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Third Party Data

So that the charity can operate successfully we use a variety of third party providers to provide support with our day-to-day operations. All of our third party providers have been chosen due to the way they store and process the data they hold.

- Basecamp (Organisation): <https://basecamp.com/about/policies/privacy/privacy-shield>
- Better Impact (Volunteer Registration/Organisation): <https://www.betterimpact.co.uk/wp-content/uploads/2018/04/Better-Impact-and-GDPR-.pdf>
- Big Church Tickets (Camping Ticketing): <https://bigchurchtickets.com/privacy-policy>
- Calvary Design (Website): <http://calvarydesign.com/privacy.asp>
- Dropbox (Data storage): <https://www.dropbox.com/privacy>
- Google (Website analytics): <https://support.google.com/analytics/answer/6004245?hl=en>
- Google Drive (Data storage): <https://policies.google.com/privacy/update?hl=en-GB&gl=uk>
- MailChimp (Email Services): <https://mailchimp.com/legal/privacy/>
- Type form (Applications (Bands, vendors, speakers) and feedback services): <https://admin.typeform.com/to/dwk6gt>

Types of personal information we collect

There are multiple different types of information we collect, which are the following

- Personal identifiers such as your title, name and year of birth;
- Contact details including postal address, postcode, email and telephone number;
- Financial information such as your bank details;
- Whether you are a UK tax payer;
- Records of your contact with us.

Sensitive personal data

The Data Protection Act recognises some information as 'sensitive personal data'. This includes, but is not limited to, information which reveals your religious beliefs, health issues, race or ethnic origin.

Additionally, we collect details about any health concerns or disability to make the necessary arrangements for participation at the events through the year.

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Creation Fest will always treat any sensitive personal data we process with greater care and process the information in accordance with the Data Protection Act.

Why do we collect your personal information?

- To manage and coordinate our staff, volunteers and campers
- To process any donations that are given to us and the tax on Gift Aid donations if applicable
- To make sure you are the right age to volunteer on the Creation Fest team and also the right age to donate on a regular basis
- To enable us to contact you if you have applied to be part of the festival (activities, vendors, singers/bands, speakers)
- To keep you informed about Creation Fest's work (see marketing permissions)
- To enable team leaders to coordinate and communicate with their teams

Credit and Debit Card Payment Information

Creation Fest uses trusted donation providers (Total Giving and PayPal) for all of our online donations, these are done securely and in accordance with the Payment Card Industry Data Security Standard. Offline donations are processed in a secure and protective manner making sure all details are kept safe and only for as long as needed.

Marketing permissions

Sharing news with you about how your support helps us, updates on the festival as well as other activities we get up to is an important part of how we operate.

One of our main methods of marketing is to use emails, but before we do we will ask you for your permission to do so and you can unsubscribe at any time.

If you wish to update your preferences on these, please contact us using these methods:

- Calling our friendly team on 0844 8794 703
- Emailing info@creationfest.org.uk
- Clicking the 'unsubscribe' link included in each email communication we send

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