

The Red Box and GDPR

Guidance for Volunteers

working with Missio and the Mill Hill Missionaries (MHM)



Background

The *General Data Protection Regulation* (GDPR) is coming into operation across Europe on 25 May 2018. Their aim is to ensure people's data is not used inappropriately. The regulations affect companies and businesses, as well as organisations and churches.

Missio and the Mill Hill Missionaries never share personal information with external companies (apart from those who send out letters on our behalf). We do not sell or purchase people's personal information. We only contact people if they have shown interest in our work and/or have donated to us. People can change what they receive from us at any time by calling 020 7821 9755. This fits within Missio's Privacy Notice which is regularly reviewed and updated, and can be found at missio.org.uk/privacy

Obtaining data

People give their details (name and address, optional: phone number, email address) to the person vetted by Missio/MHM to deliver the Appeal using a bespoke form. These forms are then inputted onto a centralised database by Missio/MHM staff. The contact information is shared with the Local Secretary (volunteer) in the parish so that they can co-ordinate the emptying of the Red Boxes and/or distribution of the quarterly *Mission Today* magazine/calendar.

Contact with Red Box holders/'Members'

When someone becomes a **Red Box holder**, their contact is through the Local Secretary. If they become a **'Direct Member'** (giving directly to Missio/MHM) they receive one mailing a year from the office, and if requested, the magazine *Mission Today* in the post.

People can sign up to receive the regular e-newsletter, but this is not sent if they give their email only for administrative purposes. They have to actively sign up to receive it (either via a tick box on their membership form, or online). Every e-newsletter has the option to unsubscribe.

Contact with Local Secretaries

Local Secretaries receive non-fundraising material from Missio/MHM pertinent to their role as a Local Secretary. This includes the Local Secretary newsletter three times a year; an annual Thank You poster marking how much has been raised in their parish in the previous year; information about Missio's World Mission Sunday campaign in October which people are encouraged to advertise; forms to complete about the money donated by Red Box holders in the year as it comes to an end; and invitations to events (national and local).

Once every five years, when we arrange a Red Box Appeal in their parish, the Local Secretary will receive information on the request being made to their parish priest to keep them informed.

We are in the process of setting up a volunteer e-newsletter to share information, and a Facebook group for volunteers. Both will be voluntary and people can opt in or out of them at any time. Occasionally, as a Local Secretary you may be called to check information or to invite you to events. You can inform us of which phone number you wish to be used, and what time of day is best.

Ensuring people's data remains secure

All Missio and Mill Hill staff and volunteers have a duty to ensure that people's personal contact details, shared for the purposes of the Red Box, are kept secure and treated with respect. Whenever accessing or sharing people's details it is important to think about

- the purpose of using the information
- who needs to know this information
- how the information is being shared

To this end, the following must be adhered to:

1. **Any information you obtain or receive with regards your role as a Local Secretary/Promoter can only be used with regards to Missio/Mill Hill Missionaries.**

For example, you can contact them to arrange when to empty their Red Box or to invite them to a Red Box coffee morning, but you cannot use their contact information to invite them to a fundraiser for your new church hall.
2. **Any personal information (e.g. address/email/phone number) of Red Box holders must be stored securely** – whether an electronic or paper copy. If electronic, it should be held on a computer which is password protected and which only you have access to, or the document itself should be password protected (help on how to do this is available on request).
3. **Promoters should only have the contact details for the people whose boxes they empty** (i.e. not every member in the parish without good reason)
4. **Any paperwork should only be kept for as long as needed.** It must then be safely destroyed. Most information (including financial information) can be safely destroyed after 7 years.
5. **Any contact information shared electronically with someone else/the office (for example a list of Gift Aid holders with their postal addresses) should be password protected.** The password should be sent in a separate email or via text message.
6. **If emailing a group of people, do not copy everyone into the email.** Use the BCC (blind carbon copy) box in the email.
7. **You cannot sign people up to receive the e-newsletter we send out without their express permission to receive it.** It is much better if they sign up themselves via missio.org.uk

If you have any questions about the handling of people's personal information, please do not hesitate to contact Missio/MHM on generaloffice@missio.org.uk or calling 020 7821 9755.