

Go Chatter Studios – Privacy Policy

Go Chatter Studios (GCS) is a charity that aims to excite a new generation with the story of Jesus, from Genesis to Revelation, through engaging LEGO animations. To do this, we provide resources to churches and individuals. This privacy notice explains how we use any personal information we collect about you. GCS has a legal duty under the General Data Protection Regulation (GDPR) to protect your information and provide you with information about the rights that you have. As we control how the information we collect will be used, the law refers to us as a “data controller”. Our registered address is Lansdowne Church, Woodbury Avenue, Bournemouth, BH8 0HH, United Kingdom. We keep our privacy policy under regular review and we will place any updates on this webpage.

What personal information do we collect?

We collect information about you when you enquire about using any of our resources as part of us providing you with our resources(s), when you support us financially or in other practical ways, or when you register an interest in supporting us or partnering with us.

We will also collect information about you if you contact us to apply for a role working or volunteering for GCS.

Website usage information is collected using cookies – for more information on this, please refer to our cookies policy on our website.

We will normally process your personal information on the basis that we have your consent to do so.

We may also process some of your personal information on the basis that we believe there is a legitimate interest for us to do so.

Why do we collect this information?

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Supporters, Enquirers & churches – We will use the information we collect from you, including your level of interest, support for us and location, to tell you more about our work. We will also thank you for your support and invite you to continue to support us. We may also use your information to invite you to fundraising or other events, or to ask if you would be able to increase your support. We will also process your information on the basis of our legitimate interest to improve our fundraising strategies. This will include analysing the information we collect about you and using publicly available information to aid our understanding of our supporters, understand the level of potential donations, profile supporters into categories and help provide a personalised service to you on our website content and emails. We will always do this in compliance with the rules in relation to direct marketing, including those set out by the Fundraising Regulator.

Job Applicants – We will use the information we collect from you to process and consider your application for a role at GCS. Your information will only be shared with GCS staff who will be involved in the selection and recruitment process. We will only request a reference or a DBS disclosure with your prior consent.

Phone Calls – We may record both inbound and outbound phone calls on the basis of our legitimate interest in monitoring our service and training our staff. If there is a dispute or misunderstanding about what was said during a telephone call, we may

use call recordings (if available) to help clarify the contents of conversations we have had.

Market Research & Demographic Data – We have a legitimate interest in ensuring we continue to improve, and we may use your contact details to contact you to ask for your comments and opinions on how we might improve and develop our services. We may also use your information to study and better understand the composition of our contact database.

Corporate Communications – We have a legitimate interest in building strong relationships with external companies that operate in sectors that we work in, and may store and use details of contacts at these companies to send regular communications. Any regular e-mail communications sent will include an unsubscribe link, and we will remove contact details on request.

When will we share your information?

We will not normally share any information we hold about you to others without your prior consent, unless one of the following exceptions apply:

- If it is necessary for law enforcement or similar purposes.
- For the legitimate interest of reviewing the quality of our services – for example, a financial audit.
- As a necessary part of providing you with our service(s) or contacting you as a supporter – for example, by using a third party mailing house to process our communications.
- As a necessary part of ensuring we comply with our legal obligations as a data controller – for example, by using a third party to migrate data or ensure it is accurate and up-to-date.

- We may collect information that you make available on, for example, Instagram, Facebook, LinkedIn or similar organisations. You may wish to check their privacy policy to find out more information on how they will process your data.

When do we transfer your information out of theUK?

We will normally keep your information in the UK, but may transfer your information to other countries that have appropriate safeguards in place – for example, processors based in the European Union or the USA, where they are certified to the EU-US Data Privacy Framework (DPF). For example, Sendpulse, our email service provider, is based in the US.

How long do we keep your information for?

We will take all reasonable steps to ensure that the information we hold about you is kept secure. We will only hold your personal data for as long as it is required and in line with best practice. Please refer to the data retention table below for more information. Deleting your information may involve either the removal of the data or its anonymisation, meaning that it no longer continues to be personal data that will identify you. The following table sets out some of the main retention periods we have in place for the data we hold:

Type of Data	Retention Period	Reason for Retaining
Donor information	6 years (72 months) from date of last interaction	HMRC requirement in relation to Gift Aid records; to allow us to keep supporters informed of our work
Email subscription information	6 years (72 months) from date of last interaction	To allow us to keep subscribers informed of our work
Job and voluntary position applications	1 year (12 months)	Recommended practice by CIPD

What are your rights over your information?

You have the following rights in relation to your information:

- You may withdraw consent where we are using your information on the basis of your consent.
- You may object where we are using your information on legitimate interest grounds.
- You can ask us what information we hold about you and can request a copy of this. There is normally no fee for this – unless a request is manifestly unfounded or excessive.
- You can ask us to correct information we hold about you if it is inaccurate.
- You can ask us to erase your information in some circumstances.

- You can ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided. We will deal with your request within one month, unless it is particularly complex, in which case we will contact you within one month to let you know that we may need a further two months to comply.

What information does our website collect?

Our website may record some of your personal information, for example, by logging your IP address or the location of your computer or network. It may also record information about you that you enter into online forms. Other data may be collected anonymously about your use of our site from cookies. Cookies are small text files that are placed on your computer by websites that you visit. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit allaboutcookies.org.

We may use cookies:

- To establish the needs of visitors and customise the content of our website.
- To process any forms, requests or applications you send.
- For internal administration and analysis.

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

How can you contact us?

Please contact us if you have any questions about our privacy policy or information we hold about you.

By email:

info@gochatterstudios.org

By post:

Go Chatter Studios, Lansdowne Church, Woodbury Avenue, Bournemouth, BH8 0HH

For more information about your legal rights in relation to the information we hold about you, please visit the Information Commissioner's Office at ico.org.uk.

This privacy policy was last reviewed on the 6th July 2026.

The next review is due in October 2027.

– End of Policy –