Data protection practical
What does it mean?

Crossroads has a Data Protection Policy and a Privacy Statement. Because there is much ado in our present world about our personal information and what is done with it (and rightfully so because nowadays data=marketing power and not always in transparent ways), we want to be clear and transparent about it.

Please take a moment to read the Policy and the Statement. They look more intimidating than they really are and it will give you an understanding of what it is about and what the 'rules of the game' are nowadays when we handle personal information from people.

So, what does it practically mean for Church staff and Church volunteers?

1. When you have to handle personal information of people, always think: who really needs this and how do I get this to the people that need it in a safe way?
2. So naturally this also means: don't give personal information on individuals to people who don't need to have it for Crossroads-related activities and don't send personal information in an unsafe way.
3. Personal information: this is a combination of information by which a specific person is identifiable. Like combination of name and address, or name and email, donation information and name, etc.
4. Email is **not** a safe way to send personal information.
5. Never send scans of passports, ID-cards or other documents with personal information over email without security protection or upload on a website that isn't secured.
6. You can see whether a website is secured if it says 'https' in the website's address. The S stands for secure. If a website starts with 'http', all the information that you upload or enter on the website might be easily accessible for people that know how to do it.
7. Never send forms with personal information through email or upload on an unsafe website without security protection. An example is the evaluation form for admittance of volunteers to children's work. That has personal information in it (name, address) and whether the person is fit to be involved in children's ministry.
8. When you make schedules for church activities and send them around through email, make sure they don't have full personal information in it. Instead of 'Diana Example, telephone number 076-1234567', say 'Diana, telephone number 076-1234567' or when there are more Dianas, you might say 'Diana E, telephone number 076-1234567'.
9. We need permission from the people to include their information in our database Elvanto. When they give us their information through a visitor's card or leave their address on our website, that is implicit permission and enough for our church situation. Don't add people in Elvanto by just adding them without them having given us their information. Contact them to ask their permission if you want to do that.
10. Always give people the option to 'opt-out' of our database. That is why there is an 'unsubscribe' button underneath the weekly e-mail newsletter 'Crossroads Compass'.
11. When you work with the finances of the church, strictly work with the 'need-to-know' principle. In our privacy statement we say that we don't use our donation administration for personalized fundraising. So other than the very few people that are involved in the annual receipting of the Crossroads donors, nobody needs to know who gives what. Probably the only exemption from that are (foreign) tax authorities that want to verify the donations that have been given and recorded in tax returns as deductible donations. But then we also need to verify whether the request is legitimate. Let them write an official letter and ask for it, instead of asking over the phone.

12. Nobody is allowed to take personal information from people that are in our database and use it for non-Crossroads purposes. Even if it is for a very good (Christian) cause like a mission, a ministry, a Christian NGO. None whatsoever.
13. That is also not allowed for any multi-level marketing like Tupperware parties, Amway selling, Herbalife sales, etc.
14. Don't ask for and/or record more information than we strictly need. We don't need to know income figures, if a person is divorced or not, whether they are struggling with their sexuality, etc.
15. Don't create your 'own' database in Excel, Word, Access or any other software. Use Elvanto, which has tested security, that we have a signed processing agreement with and whose data is centrally and continuously updated. Your 'own' database has multiple security issues, is not centrally updated and is against the data protection policy.
16. Consequently, don't store personal data that you extracted from Elvanto on your own computer.
17. Printouts with personal data should be shredded with a shredder, not binned as entire pages.
18. Be very careful with putting personal data on portable media like a CD, DVD, USB-stick, portable hard disk, etc. Losing them, getting them stolen or forgetting to delete the information from them before throwing them away are some of the simplest and numerous ways of data breaches.
19. When someone contacts you to obtain personal information about people, you have to verify if the person or organization is entitled to such information. When you are not sure, refer them to the Church Staff and don't give them any information, especially not over the phone.

Together we can take care that Crossroads is a safe place and remains a safe place. Also when it comes to protection of your personal information that you have given to Crossroads.