

Privacy Statement — Believing in the Neighbourhood

The Salvation Army endeavours to process and to manage personal data in such a way that your privacy is guaranteed. In this privacy statement, we would like to explain to you how we do this.

1-9-2024, version 2.0

Application

This privacy statement applies to the processing of personal data of:

- Members of The Salvation Army Church;
- Volunteers with Believing in the Neighbourhood;
- Visitors to Believing in the Neighbourhood sites;
- Persons who make use of the debt relief and prevention service;
- Persons who (want to) join forces with a buddy;
- Participants on social holidays;
- Participants in children's and youth activities (Salvation Army Youth (SAY));
- Members of scout groups and adventure clubs;
- Family members who are reunited via the Family Tracing Services;
- Persons who are depicted in visual material;
- Recipients of the newsletter or a local information sheet.

Members of The Salvation Army Church

If you would like to take part regularly in our meetings to experience and to celebrate our faith, you can be part of one of our over fifty corps (local faith communities). You can do this as a *Salvation Army soldier* (which means you become a member of one of the corps and sign a covenant), as a *Junior soldier* (which means that a child becomes a member of one of the corps and signs a covenant), as an *Adherent* (which means that you become a member of one of the corps but do not sign a covenant) or informally, for example as a *Friend of The Salvation Army* (which means you are a part of one of the corps but do not enter into membership), or as a visitor.

As someone involved in a corps you can, for example, attend (online) meetings, become a member of various groups/clubs, join in with our activities (such as dinners, crafts, doing puzzles, reading the Bible, etc.) and you can make use of the service provision of the corps (such as having pastoral conversations).

In order to deal with your request for membership and to implement your membership agreement, we need your name, address and contact details, gender, date of birth and information about your family composition. In addition, in such a case we record information about your membership application, correspondence and possibly information about your removal from registration (incl. the reason, which might possibly be decease). If you do not enter into membership but are only part of one of our corps as a Friend of The Salvation Army or a visitor, we ask your permission to process your personal data. In such a case, we record your name, address and contact details and (optional) information about your membership.

We may broadcast our meetings online through various channels, including through a livestream on YouTube. When you speak or make a visible contribution to the service during a meeting that is being broadcast online, this information becomes accessible to people who follow the online meeting. Depending on where our cameras are located, visitors may also be recognisable in the images. We

will inform you about this prior to the (online) meeting, which means that you can indicate that you do not want this or want to sit elsewhere.

In principle, we keep all the data that we collect from you in the context of your membership until the time of deregistration or decease. If there is to be an exception, contact will be made with you or your surviving relatives. Information that is included in the registers (such as the register of dedications or marriage register) is stored indefinitely because of the historical and genealogical value. With Friends of The Salvation Army and members of groups/clubs, we process the name, address and contact details until you withdraw your consent or until you pass away. We leave livestreams of meetings online until they are no longer relevant.

Volunteers

As a volunteer, you can make a contribution to the social and community activities of The Salvation Army in different ways, including as a buddy. For more information about the personal data we process about our volunteers, see the [Privacy Statement - HR](#). Separate information is included in this privacy statement for volunteers in the context of social holidays.

Visitors to Believing in the Neighbourhood premises

Throughout the Netherlands, we have numerous premises, including more than a hundred community living rooms. At our premises, anyone can come for a cup of coffee, a meal, a pleasant conversation, questions about the meaning of life, activities or, for example, second-hand clothing. In principle, we do not record any personal data of visitors to our premises. We only record how many people visit, for example, a community living room or take part in an activity. We do this, among other things so that we can adjust our diary of activities or our stock, and can inform local authorities, for example in connection with subsidies.

If you need informal care (through, for example, social consulting hours or participation in meal projects), this can be provided to you through our community living rooms. If it is necessary for the provision of informal care, we may process personal data about you. Consider, for example, address details that are used to deliver a meal to your home. We process your personal data on the basis of your consent, which you can withdraw at any moment, or on the basis of a legitimate interest. We store your personal data for as long as is necessary to be able to provide the agreed informal care to you.

Debt relief, prevention and aftercare

If you have financial worries, you can call on the department of Debt relief, prevention and aftercare, following which you will be referred on to the right department in your region. The support that we offer in the context of debt relief, prevention and aftercare takes different forms. For instance, we may have a low-threshold discussion with you about, e.g., financial issues, or livelihood security and if desired, we can also guide you to professional care (the professional group). If you wish to make use of our support, we process your name, address and contact details and possibly information about your financial situation. We process this information on the basis of your consent. You can withdraw this consent at any moment. If you grant permission for this, we may also share this information with the relevant professional advisor or voluntary chain partners.

We store your personal data as part of debt relief, prevention and aftercare up to one year after termination of our support.

Buddies

Our volunteers may work as buddies. This means that they help persons in need one-to-one. If you need support from a buddy, we process your name, address details, contact details and information about your needs, interests and (social) living environment. We do this to map out where your needs

lie and to be able to link you up with a suitable buddy. For the latter goal, we may convert your need into an (anonymized) job vacancy in which we make clear who (man/woman, region, language) needs a buddy in a certain area (for example, help with shopping, financial affairs or conversation).

We only process your personal data if we have legal grounds for this. We store your personal data for as long as it is necessary to help you with a buddy. If it is unfortunately not possible to find a suitable buddy for you, then we delete your data as soon as we no longer need them.

Social holidays

People who have to manage for a prolonged time on a minimum income can take part in our social holidays in Ede. These holidays are suitable for various target groups (such as adults, children, teenagers, families and women) and are organised several times a year. If you or family members want to enrol for a social holiday, The Salvation Army needs your name, address, contact details, gender, date of birth, motivation and information about your preferences (such as type of room). In addition, it is necessary that, if relevant, you provide information about your diet, allergies, necessary medication, facilities required (such as a wheelchair-friendly room) and any particulars (such as behaviour or approach). In some cases (for example with a lack of availability), we may decline your application. If we decline a request for participation, we delete your personal data after completion of the non-acceptance.

If your request is granted and you are going to take part in a social holiday, then we process your data (and those of the relevant family members) to implement the agreement that we enter into with you, and we store your personal data until one year after the holiday.

In order to ensure that everyone who is interested in a social holiday is given the opportunity to take part in one, for two years we keep a record of who (name + address) has taken part in which holiday (which year). The general rule is that a person can take part in a week's holiday for a maximum of two successive years.

Volunteers

Volunteers who are interested in providing support with social holidays can apply for this through the website or through contacts. If after a discussion it is decided that the volunteer and The Salvation Army would like to enter into collaboration, the agreements made are confirmed by letter. In addition, in that case the name, address and contact details, date of birth, information about participation in training courses and meetings, validity of a certificate of good conduct and - if relevant - payment details of the volunteer are processed by us. All these data, with the exception of the payment details and the certificate of good conduct, are included in a list. When making plans for a new year, all the volunteers on the list are approached and asked whether they are interested in (again) providing support. On request, a volunteer is removed from the list and all his/her personal data are deleted and destroyed (with the exception of fiscally relevant data in the context of, for example, reimbursement of travel expenses and a certificate of good conduct if it is necessary to keep this for longer). In principle, a certificate of good conduct is stored until four years after its issue.

Children's and youth activities (SAY)

Under our brand name for all the children's and youth work, Salvation Army Youth (SAY), we organise various activities for children, teenagers and young adults (from 0 to about 21 years of age). Consider, for example, the local youth work in corps, youth work in community living rooms, fresh expressions and national activities such as camps, national events and national groups, such as the J-Unit Gospel Choir, National Youth Brass Band (NJB), Custom Made (dance group) and Boundless Worship (worship band).

Young people can take part in activities as *visitors*, as *Junior soldiers* (youth members of a corps who follow Junior soldiers' lessons and have signed a covenant), as *members of a corps* (for example because they have been dedicated by their parents) and/or as *members of a club*. We do not record any personal data of young people who take part in an activity as a visitor or who visit a community living room. Of young people who are Junior soldiers, are part of a corps or are members of a club, we process the name, address and contact details, gender, date of birth and (optional) information about the family composition. In addition, if relevant for a specific activity, we can process information about diet, allergies, necessary medication, any particulars (such as behaviour or approach), and contact and payment details of parents/representatives. We process these data to implement the agreement that we have made (dependent on the age) with the young person or their parent/representative.

We retain the personal data that we have collected for a specific activity (such as dietary preferences) for as long as this is necessary for the activity in question. We retain fiscally relevant data (such as payment details for contribution) as long as is necessary in the context of the fiscal legal retention requirements (seven years). We store data of Junior soldiers or of young people who are members of a corps or club for as long as the membership lasts.

NB: From about 21 years of age, membership as a Junior soldier ends and a Junior soldier can choose to become a Salvation Army soldier, Adherent or Friend of The Salvation Army or no longer to be part of a corps.

Scout groups and adventure clubs

If a young person is interested in a scout group or adventure club, we process their name and contact details (possibly of the parents/representatives) in combination with the age group section. If a young person decides to become a member, we process the name, address and contact details (possibly of the parents/representatives), date of birth and age group section. Additionally we may, if relevant for a specific activity, process information about diet, allergies, necessary medication, any particulars (such as behaviour or approach), and contact and payment details (possibly of parents/representatives). We process these data for the preparation and/or implementation of the agreement that we or *Scouting Nederland* (if it relates to a scout group) conclude with the young person or their parent/representative (dependent on the age).

We store the personal data we process in the context of the adventure clubs for as long as is necessary for specific activities and/or as long as the membership continues. We retain fiscally relevant data (such as payment details for contribution) as long as is necessary in the context of the fiscal legal retention requirements (seven years).

[Scouting Nederland](#) (the national Scout organisation of the Netherlands) determines how long the personal data are stored that we have collected for (possible) membership of a scout group. We destroy any paper forms by means of which interested persons sign up as a member of the scouts as soon as the data have been filled in on Scouts Online.

Family Tracing Services (FTS)

Persons whose partner or family member is missing can contact us in order to submit a request for tracing. This request can be made either on the website or by telephone.

When a request for tracing is submitted, we process the name, date and place of birth (both optional), address details, contact details (optional) and relationship of the applicant with the missing person on the basis of their consent. Of the missing person, in that case we process the personal data that are submitted by the applicant on the basis of the legitimate interest. This may be the name, address details, nationality, marital status, moment of contact and other information from and about

the missing person. Subsequently, we apply for the recent address details of the missing person through the local authorities (Personal Records Database (BRP)).

Using the details of the name and address, we establish contact with the missing person, and we ask whether they are open to a reunion. If this is the case, we inform the applicant and with the permission of the missing person, we share their relevant personal data. If this is not the case, we do not share any information about the missing person with the applicant, and we round off the investigation. After closing the investigation and the file, we delete all personal data.

Visual material

During our activities or events we may take photos or make video recordings. We may use these photos and video recordings for the promotion of The Salvation Army, for example through social media. We only use photos and videos in which a person is recognisably depicted for marketing and promotional goals when the person has granted permission for this. Permission that has been granted can be withdrawn at any moment. Visual material for marketing and promotion purposes or internal social activities is stored by The Salvation Army until the relevant permission is withdrawn or until the material is removed or destroyed.

Recipients of the newsletter or a local information sheet

If you have granted permission for this, we may send you various newsletters by e-mail (such as *Personalia Kerkgenootschap* (Church Particulars), *Believing in the Neighbourhood* and local newsletters). At any moment, you can indicate that you no longer wish to receive the newsletters. As long as you are still a part of one of our corps, in this case we will process your name and contact details with a note by them saying that we must not send you any more newsletters.

We may also send local information sheets of the corps by post. For this we use your name and address details. If you decide at any moment that you no longer want to receive any information sheets, you can indicate this. As long as you are still a part of one of our corps, in this case we will process your name and address details with a note by them saying that we must not send you any more information sheets.

Sharing with third parties

We may share your personal data with third parties. For example, we may provide your personal data to third parties when this is necessary for our service provision. Consider, for example, IT providers who maintain the systems with which we keep our administration, an organisation together with which we arrange an activity, the holiday agency, relevant internal sections of the organisation (such as the Belmont Hotel), or (on the basis of your instructions) professional (debt) relief workers. In the context of Family Tracing Services, we do not share any personal details with third parties at all, unless you have given permission for this.

If it should be necessary for us to share information about your philosophical or religious beliefs with a third party, we shall first ask your permission for this.

If relevant, we have made agreements with all third parties with whom we share your personal data to ensure that they handle your personal data in a responsible manner.

Your privacy rights

On the basis of the privacy legislation, you have the right to request us for access, supplementation, rectification or deletion of your personal data or limitation of the processing of your personal data. In addition you have the right to object to certain processing, to request us to transfer your data to a third party and to withdraw your consent. You can exercise your privacy rights by submitting a request to one of our members of staff with whom you already have contact. In addition, you can do so by contacting us through the contact details known to you or by e-mail (privacy@legerdesheils.nl).

Amendments to privacy statement

It may be that we change the way we handle your personal data. In that case, we will also change the relevant privacy statements. We would advise you to check regularly whether we have published a new version, and will do our best to pass on to you any important or major changes.

Miscellaneous

See our [Privacy Statement — General](#) for more information about matters including our Data Protection Officer, the security measures we have taken and where you can turn to with your general privacy questions and complaints.

Relevant legal entities

Believing in the Neighbourhood is a cooperation between The Salvation Army Welfare and Health Care Foundation and The Salvation Army Church.

The Salvation Army Welfare and Health Care
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