



LOVING GOD, LOVING PEOPLE, SERVING PEOPLE

Frequently Asked Questions

1. So why are we launching ChurchSuite?

We recognise that technology can be used to support the vision of the church and the discipleship journey an individual takes within the church. We want to be a church that communicates more effectively, letting you know and engage with what is going on in the life of the church in a convenient and timely manner. It will help us organise rota's, small groups, bookings, Sunday school registers and much more.

ChurchSuite is also necessary for us to fulfil the requirements of the GDPR regulations set in law in May 2018.

2. Are my details secure in the system?

Yes. Your information is held on the ChurchSuite servers hosted in the UK and provisioned under the GDPR regulations set out in law. As a user of the system you are in complete control of your information held within the ChurchSuite system. You can change your communication and privacy settings within the My ChurchSuite app or by logging in with your details via a web browser pointing at the following address:

<https://login.churchsuite.co.uk/?account=kcf>.

3. Who can see my details?

With respect to the Kingsway Address List, only established members can search for other adults names, addresses, email address and phone numbers within the system (NB. You set and control which information is visible or invisible via your privacy settings).

As a general rule we regard people who have been part of the life of the fellowship for a period of 1 year or more to be established members. We might make exceptions to this where new members are well known to the church historically and/or through relationship.

4. Can my children's details be seen in the system?

Parents are expected to maintain and manage the data of their children. Under 18's are not searchable or visible to anyone within the My ChurchSuite app. Sunday School leaders may take a register of children attending and can see which children are assigned to their groups and any pertinent medical information that you as a parent make available through the system.

As administrators of the system, Tino Todino (Associate Pastor) and Peter Bentley (Elder) are the only ones that can view the full record of information within the system, including children's data. This is done on computers owned and managed by the church.

5. What if I don't have an email address?

Login to My ChurchSuite requires an email address, and a password that is set when the church member first receives the invitation to login. **Those without an email address will not be able to use My ChurchSuite.** We will always continue to cater for those who don't or can't "do" technology however My ChurchSuite is designed to be an engagement tool to supplement and streamline what we already do; it's not meant to be a replacement.

If you do not have a smartphone or tablet you will not be able to use the My ChurchSuite application, but you will be able to use My ChurchSuite from the website linked above on your computer.

6. What if we only have a shared email address?

Families who share an email address can still use My ChurchSuite. Each family member is sent a My ChurchSuite email invitation from their contact profile page in the usual way. The email is personalised, so each family member can identify their invite. Each invite has a unique login link so that each family member can set their own personal password, which must be different to that of other family members. In this way My ChurchSuite can correctly identify which family member is logging in.

7. Is there a user-guide for My ChurchSuite?

Yes, you can find it on our website:

<http://kingswaycf.org.uk/wp-content/uploads/2019/02/Kingsway-Church-Suite-User-Guide-v1.pdf>

or through the My ChurchSuite app. You can also request a printed copy from the church office.

8. Can I see your data privacy notice?

Of course, you can see it on our website (linked from the main navigation menu) or request a paper copy from the church office.