WE ARE ONE CHURCH

2026-08-28

Personal data processing

Privacy Policy

Active

Definition Active

By active is meant everyone who more or less uses WAO Church's range and services. For example, visitors, donors, volunteers, help services, leaders, participants, members and stakeholders.

We handle your information securely

In connection with you when you want to get involved in what WAO Church offers, you provide us with certain personal information. When you use WAO Church activities, additional information is generated. It is important to us that you feel safe and that you have confidence in how we handle your personal data.
WAO Church takes appropriate technical and organizational security measures to ensure that your personal information is protected from unauthorized access. Only a limited number of our staff have access to your personal data and the staff's handling of the data is strictly regulated.
We want to give you as good and adapted information as possible without any personal data being collected, stored or handled unnecessarily.

What personal data do we handle?

The personal information that we collect about you consists partly of Customer Information and partly of so-called Traffic Information.
Customer information: Customer information is such information as, for example, name, address, e-mail address, telephone number, social security number, guardian and possibly relatives (for minors), photo, IP address and your user ID as well as payment information and information about which activities you participate in or have participated in. In addition, we also process other information that you provide in your contacts with us.
Traffic data: Traffic data are data that are necessary to be able to transfer information between different systems. To ensure security and qualitatively improve our services, we log activities that take place in our systems.

What is the data used for?

According to current data protection regulations, personal data may only be collected for "special, explicitly stated and legitimate purposes." The personal data may then not be processed in a way that is incompatible with these purposes. In addition, one must also have support in data protection regulation to handle personal data, such support is called a legal basis.

In order for us to legally process your personal data, it is required that one of the following conditions is met:
1. The processing is necessary for us to be able to fulfill our agreement with you
2. The processing is necessary for us to be able to fulfill a legal obligation that we have (ie if we have a legal obligation to do something under another law)
3. Processing is necessary for the legitimate interests of WAO Church and that your interests in the protection of your personal data do not outweigh (balancing of interests), or in specific cases, after you have given your consent to that particular processing
4. In order for us to be able to provide our activities and our range to you, we need to process and manage your personal data. Below are examples of the purposes for which we process your personal data and the legal basis on which we do so
Some treatment may require the legal basis of consent. In such cases, we will obtain your consent for that particular treatment before such treatment begins.

Provision of activities

Purpose

We process your personal data to the extent necessary for WAO Church to identify you as active, for us to be able to fulfill our agreement with you of the activities you have used - for example to secure our activities and to connect a calls or e-mails to the recipient. We also process your personal data for our administration and invoicing of the activities, for credit information purposes, to handle complaints and grievances, to help you with questions about your service or your agreement when you contact our office and otherwise to safeguard our rights and fulfill our obligations under the WAO Church Agreement with you.

Legal basis: Fulfillment of agreements entered into

The treatment described above is a prerequisite for WAO Church to be able to provide the activities. If we are unable to carry out such processing we will not be able to provide the activities, but your payment obligation will remain during the contract period.

Information security and to prevent misuse of activities

Purpose

We process data for the purpose of providing security for all WAO Church activities and communication networks in order to detect or prevent various types of illegal use.

Legal basis: Fulfillment of agreements (Customer information) and legal obligation (Traffic information).

The treatment described above is a prerequisite for us to be able to provide the activities. The data that may be processed for this purpose are, for example, IP addresses, type of connected device and traffic volume.

Compliance with laws

Purpose

We process personal data for the purpose of fulfilling our statutory obligations.

Legal basis: Legal obligation.

Examples of processing that may occur for this purpose are storage of invoicing data to fulfill our obligation under the Accounting Act.

How is the data collected?

WAO Church collects information when you becoming active with us and submitting information to us yourself. We also collect information when you otherwise communicate with WAO Church, for example, to obtain certain information.
WAO Church collects information that is generated when you use any of our activities, such as information that we need to connect your call when you call or convey your message when you send email.
To ensure our services and our communication, WAO Church collects updates on population registration addresses.
In order to improve the quality of WAO Church services, cookies are used that collect information on and from your browser.

How long is the data stored?

We never store personal information longer than we need to. The information you provide when you use our activities is processed for different purposes. They are thus also saved for different lengths of time depending on what they are to be used for and our obligations according to law.Unless we state otherwise below, we store most of your personal information as long as you are with us. When the commitment between us has ended, they are deleted (or anonymised) after a maximum of 12 months, except when we are required by law to save them for a longer period (for example, according to the Accounting Act).

We save your Traffic Information to administer invoicing in general until our claim on you has been paid or the statute of limitations has expired and it is no longer legally possible to make any objections to the invoicing. In the case of an unpaid invoice, the information is saved until the claim is settled. When the invoice is paid, the information is deleted after 18 months, in addition to the information required to comply with legal requirements according to the Accounting Act.

The information we have due to a legal obligation is stored for as long as the current law requires.

To whom is the information disclosed?

Other branches of activity within WAO Church

Since we at WAO Church have many different functions such as congregations in several parts of Sweden, different branches of activity such as primary school, Bible school, mission partners, etc., your personal information can be handled by others within our organization. Such features may also process your information in order to provide offers of activities that may interest you.

Suppliers and other personal data assistants who process personal data on our behalf

We hire suppliers for several different services. Such suppliers may, for example, be suppliers of technical platforms and communication operators. We only disclose your information to such subcontractors if and to the extent necessary in the individual case.

Transfer to suppliers in third countries

Some of our suppliers have parts of their operations in countries outside the EU / EEA area (so-called "third countries"). In the event that we transfer your personal data to suppliers in such a third country, we take appropriate protection measures and ensure that transferred personal data is handled in accordance with current data protection regulations. We then ensure that the supplier enters into an agreement with us where they undertake to comply with the regulations approved by the European Commission regarding the protection of personal privacy.

How is the data protected?

WAO Church takes appropriate technical and organizational security measures to ensure that all information we process is protected from unauthorized access. Only a limited number of employees have access to your personal data and their handling of the information is strictly regulated.

Your rights

You have the right to know what we do with your personal data, for example when and how your personal data is processed and why. You also have the right in some cases to have your personal data retrieved or have it moved, corrected, deleted or blocked. Below we list what rights you have and how you can exercise them.

Right of access

You have the right to receive information free of charge about which personal data about you we process (a so-called register extract). Requests for such extracts must be made in writing and signed by you. Feel free to specify the categories of information you want extracts on, such as Customer Information. If for any reason WAO Church is unable to fulfill your wishes, we will provide you with a justification. Please note that WAO Church only discloses information that we know for sure belongs to you.
Send the request to the address below. Label the envelope "Registry Extract".
WAO Church
Box 200 33, 104 60 Stockholm
Phone: 08-122 06 900
E-mail address: dpo@waochurch.com
The register extract is sent to your population registration address.

Right to rectification

WAO Church is responsible for ensuring that the personal data we process is accurate and up to date. If you notice that we have incorrect information about you, you have the right to request that we correct such information. You also have the right to supplement with such personal data that you consider to be missing and that are relevant with regard to the purpose we have with the processing of your personal data.

If the information has been corrected at your request, we will make sure to inform those to whom we have provided the information that the information has been corrected. However, this does not apply if it turns out to be impossible or involves an overburdening effort. At your request, we will inform you to whom the correction has been disclosed.

Right to delete

WAO Church saves your Customer Information as long as you are a customer with us. When the agreement between us has expired, the information is deleted (or anonymised) within 12 months, except when we are required by law to save the information for a longer period (for example, according to the Accounting Act). As a customer, you always have the right to contact WAO Church and request that your personal information be deleted. In the following cases, personal data must be deleted:

- If the personal data is no longer needed for the purposes for which we have collected and processed them
- If the treatment is based solely on your consent and you revoke this consent
- If the processing takes place for direct marketing and you object to the personal data being processed
- If you oppose the processing of personal data that takes place after a balance of interests and there are no justifiable reasons that outweigh your interest
- If personal data is not processed according to the regulation
- If deletion is required to fulfill a legal obligation

If personal data has been deleted at your request, we will inform those to whom we have disclosed your personal data that this deletion has taken place. However, we will not do this if it proves impossible or involves an overburdening effort. At your request, we will also inform you to whom the information has been disclosed.

Right to limitation of treatment

Started to apply from 25 May 2018

You have the right in certain cases to request that the processing of your personal data we do be restricted. Restriction means that personal data will be marked so that in the future they may only be processed for certain limited purposes.

The right to restriction applies, among other things, if you believe that the personal data is incorrect and have requested correction. In such cases, you can also request that our processing of your personal data be limited while the accuracy of the personal data is being investigated.

Right to object

You have the right to object to the processing of your personal data that we do on the basis of a balance of interests. In that case, you need to specify which treatment you object to. In the event of such an objection, WAO Church may only continue to carry out the processing if we can show that there are compelling justifiable reasons why the personal data must be processed that outweigh your interests.

If your personal data is processed for direct marketing, you always have the right to object to the processing at any time.

Right to data portability

Started to apply from 25 May 2018

If you have provided your personal information to us, you have in some cases the right to obtain and use your personal information elsewhere (data porting). An example is when you want to move your personal information to another parish / non-profit association.

In order for you to exercise your right to data portability, your request must relate to personal data that you have provided to WAO Church and which we process with the support of your consent or to fulfill agreements we have with you. However, you do not have the right to transfer your personal data if our processing of this data is based on a balance of interests or obligation under law.

Complaints or questions

If you believe that WAO Church is processing your personal data in violation of applicable data protection regulations, you should report this to us as soon as possible by emailing our data protection officer at dpo@waochurch.com

If you have comments or questions about how we process personal data in WAO Church, you can contact our data protection representative via email at dpo@waochurch.com

Damages

If you have suffered damage as a result of your personal data being processed in violation of current data protection regulations, you may be entitled to damages. In such cases, you can request written damages from us or bring an action for damages in court.

Use of cookies

By using the website and WAO Church services, you agree that WAO Church stores so-called cookies on your computer. A cookie is a text file that is stored on the user's computer, and then retrieved by the server when the user visits the website again.

WAO Church uses cookies to facilitate the activities of individual users of the website. The information is used, among other things, to certify login and to automatically fill in form fields to facilitate the availability of services on the website.

Cookies are also used to collect information about how the website is used. For WAO Church, this means, among other things, that we can keep statistics on the number of visitors and which parts of our website are most visited. This visitor statistic does not contain information about name, social security number, e-mail address or other personal information. The information is used as a basis for improving our website.

Contact information

Personal data manager WAO Church. WAO Church is responsible for personal data and is responsible for the personal data that is processed. WAO Church decides on the purpose of the treatment and how it should be done.
WAO Church org. no. 802003–368
Box 200 33, 104 60 Stockholm
Phone: 08-122 06 900
E-mail: dpo@waochurch.com

If you have comments or questions about how WAO Church processes personal data, you can contact our data protection representative via email at dpo@waochurch.com

Contact WAO Church

If you want to exercise your rights such as your right to correction, deletion of personal data, request a restriction of processing, exercise your right to object, data portability, revocation of consent, file a complaint or request damages contact our Expedition.

Phone: 08-122 06 900
E-mail: dpo@waochurch.com
For register extracts, see Right of access.

Objection to marketing

If you do not want WAO Church to process your personal data for marketing purposes in the future, you can report it to our office.
Phone: 08-122 06 900