

Privacy Policy

United Methodist Church of Whitefish Bay

819 E. Silver Spring Drive
Whitefish Bay, Wisconsin 53217
414-964-2424
www.umcwfb.org

Effective Date: August 1, 2026

Our Commitment to Privacy

The United Methodist Church of Whitefish Bay values the trust of our members, visitors, guests, staff, volunteers, and community. As part of our ministry, we collect and maintain certain personal information to support worship, pastoral care, church programs, communication, giving, administration, and connection within our church community.

We are committed to treating personal information with care, using it responsibly, and taking reasonable steps to protect it.

This Privacy Policy explains the types of information we may collect, how we use and share that information, and the choices available to you.

Information We May Collect

Depending on your relationship with the church and the ministries in which you participate, we may collect information such as:

- Name and contact information, including address, telephone number, and email address
- Household and family relationships
- Birth dates and other demographic information
- Church membership and participation information
- Ministry, group, class, volunteer, and event participation
- Attendance and engagement information
- Communication preferences
- Giving and contribution records
- Event registrations and payments
- Information voluntarily provided for pastoral care, prayer requests, or ministry purposes
- Photographs or videos taken at church activities or events
- Information provided through our website, forms, mobile applications, or church management system

We seek to collect only information that is reasonably useful for the church's ministry, administrative, legal, financial, or operational purposes.

Our Church Management System

The church uses ShelbyNext® Membership and Financials and related digital tools to help maintain member and household records, communicate with our congregation, organize ministries and groups, manage events, maintain financial records, and provide other church services.

Access to information within the church management system is based on an individual's role and responsibilities. Staff members and authorized volunteers are expected to access and use information only for legitimate church purposes.

Some information is available to members and other participants in the church through a secure online directory. Participation in the member directory is voluntary, and directory information is intended for personal church and ministry-related use only. Participants also have some control over information visible in the directory.

How We Use Personal Information

We use personal information to:

- Maintain accurate church membership and household records
- Communicate church news, announcements, events, and ministry opportunities
- Provide pastoral care and support
- Organize worship, ministries, groups, classes, and volunteer activities
- Register individuals for events and programs
- Process and acknowledge charitable contributions
- Prepare contribution statements and other financial records
- Support church administration and planning
- Maintain the security and appropriate operation of church systems
- Comply with applicable legal, financial, insurance, or denominational requirements

We do not sell or rent personal information.

Sharing of Information

We may share personal information when reasonably necessary for church operations or ministry, including with:

- Authorized church staff and volunteers
- Church leaders who need information to carry out their ministry responsibilities

- Service providers that support our church management system, website, communications, online giving, event registration, accounting, technology, or other church operations
- The Wisconsin Conference or other United Methodist organizations when appropriate for denominational or administrative purposes
- Government agencies, legal authorities, insurers, auditors, or professional advisers when required or reasonably necessary

Service providers may have access to personal information only as necessary to provide services to the church and are subject to their own privacy, security, and contractual obligations.

We may also disclose information when we believe doing so is necessary to comply with the law, protect the safety or rights of individuals, address suspected fraud or misuse, or protect the church and its community.

Giving and Payment Information

When you make a donation or payment electronically, your transaction is processed through a third-party payment provider.

The church may receive and maintain information related to the transaction, such as your name, contact information, donation amount, fund designation, transaction date, and limited payment information. Full credit card or bank account information is handled directly by the payment processor rather than stored by the church.

Contribution records are treated as confidential and are accessible only to individuals who need the information for authorized financial, administrative, or pastoral purposes.

Member Directory Privacy

The United Methodist Church of Whitefish Bay uses a secure digital directory of the members and participants of our faith community to help them connect with one another.

The people of the faith community may choose whether they appear in the directory and manage what information is visible.

The church directory is provided solely to support the ministries, fellowship, and pastoral care of our church community. Information contained in the directory may be used only for church-related purposes and may not be used for commercial solicitation, political campaigning, fundraising for outside organizations, mass distribution, or any other non-church purpose. Directory information should not be shared with individuals or organizations outside the church without the permission of the person or family involved. Violation of this policy can result in removal from the directory.

Email, Text Messages, and Other Communications

We use contact information to communicate about worship services, church activities, ministry opportunities, events, administrative matters, and other information related to the life of the church.

You may ask to stop receiving optional communications or update your communication preferences. Certain administrative, safety, transaction, or membership-related communications may still be sent when reasonably necessary.

Photographs and Videos

Photographs and videos may be taken during worship services, programs, and church events and may be used to communicate and celebrate the life and ministry of the church.

The church seeks to use images respectfully. Individuals with concerns about the use of their image, or the image of a child in their care, may contact the Church Office.

For activities involving children and youth, the church may use additional permission or release procedures when appropriate.

Children and Youth

We recognize the importance of protecting information concerning children and youth.

Information about minors is collected and used only as reasonably necessary for church programs, registration, communication, safety, emergency contact, pastoral care, and other ministry purposes. Access is limited to authorized individuals with a legitimate need for the information.

Parents and legal guardians may contact the Church Office to request images of their children not be used or with questions about information maintained regarding their children.

Pastoral Care and Sensitive Information

In the course of ministry, individuals may voluntarily share sensitive or personal information with pastors, staff members, or ministry leaders.

The church seeks to treat such information with appropriate care and discretion. However, confidentiality may be limited when disclosure is required by law, necessary to address a serious safety concern, or otherwise required by applicable church policies or professional responsibilities.

This Privacy Policy does not alter any legal privilege or professional confidentiality requirement that may apply to pastoral communications.

Data Security

We take reasonable administrative, technical, and physical measures to protect personal information from unauthorized access, loss, misuse, or disclosure.

These measures include password protection, access controls, secure technology providers, staff and volunteer practices, and other safeguards appropriate to the type of information being maintained.

No method of electronic storage or transmission is completely secure, and the church cannot guarantee absolute security.

Data Retention

We retain personal information for as long as reasonably necessary to support church ministry and operations and to meet legal, financial, historical, insurance, denominational, and recordkeeping requirements.

Information that is no longer needed may be deleted, anonymized, archived, or securely disposed of in accordance with church practices and applicable requirements.

Third-Party Services and Links

Our website, church management system, mobile applications, online giving tools, and other digital services are provided or supported by third parties.

These third parties may have their own privacy policies and practices. This Privacy Policy applies to information under the church's control and does not necessarily govern the independent practices of outside service providers or websites.

Your Choices and Requests

You may contact the church to:

- Review or update your contact or household information
- Correct inaccurate information
- Update communication preferences
- Request assistance with member directory privacy settings
- Ask questions about how your information is used
- Request that certain information be removed when appropriate and when the church is not required to retain it

Some records may need to be maintained for legal, financial, denominational, historical, pastoral, or administrative reasons.

Changes to This Privacy Policy

We may update this Privacy Policy as our ministries, technology, practices, or legal requirements change.

The current version will be made available through the church website or Church Office. The effective date at the top of the policy indicates when the policy was most recently updated.

Contact Us

Questions, concerns, or requests regarding this Privacy Policy or the church's handling of personal information may be directed to:

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819 E. Silver Spring Drive

Whitefish Bay, WI 53217

Phone: 414-964-2424

Website: www.umcwfb.org