

Online Giving Policies

At New Life Church, we use an online database called Fellowship One. Your information will remain private and will never be given away to third parties, other than as is normally required to process your scheduled contributions.

You can schedule new contributions at any time and can modify or cancel those contributions at any time prior to the date that they are scheduled. However, once the contribution has been processed, it cannot be cancelled. If you have any problems or questions related to this, please contact the church office.

Security

Your information is held securely by the Fellowship One system. This system allows us to provide access to your contribution records and allows you to make donations online. The Fellowship One team provides all of the security for the system. This system is used by churches throughout the country and has been found to be fully reliable.

There are 2 aspects of security related to the system. First, Fellowship One provides data security using the latest encryption technology. Every parameter passed to the system is fully encrypted and nearly impossible to discover through unauthorized access.

The second aspect of security relates to account creation. When you first create a new account in the system, you will be able to donate immediately, but you may not have access to any previous contribution information or the church directory if you signed up using information that doesn't match exactly what we already have in the system for you. If this is the case, we must manually match your previous information to the account you created.

In order to verify the authenticity of the account request, we will ensure that your data matches our current records (e.g. address, phone number, and email address). If there is any question, we will contact you via email before matching. Since this is a manual process, we will perform these steps about once a week.

When you create your account, you will determine your own login ID and password. Your login ID is your email address. If you forget your password, you can have the system email it to you. If you need help or cannot remember the email address you used, you can contact the church office. You can also change your password at any time.

Please help us keep your data safe by protecting your login information. Access to sensitive personal and financial information can be gained by letting someone else use your account or by leaving the information for someone else to see. New Life Church will never call you or contact you in any way to ask for your login information.