
TRUSTEE PACK

Confidence to choose Hubb.

An all-in-one digital platform built for UK churches
— designed to be safe, simple, and supported by an
experienced long-term partner.

A welcome from the director.

Dear trustee,

As a member of my local church, where I volunteer with the Children's Ministry and Communications team, I understand the responsibilities that come with governance.

In addition to my role at Hubb, I am the Chair of Trustees of a Christian charity. I bring the same governance mindset to Hubb that I do to my trustee role. That means I am personally familiar with the questions trustees need to ask about risk, safeguarding, data, finance, and long-term sustainability.

Hubb has been shaped by people who know church life first-hand. We understand the pressures trustees face to be careful stewards, to protect people's data, to support staff and volunteers, and to ensure that decisions made today will continue to serve the church well in the years ahead.

This pack is designed to provide trustees with the information they need to make an informed, confident decision. We aim to be open, transparent, and accountable, and we are always happy to answer questions or provide further details where required.

With every good wish,

Adam Johannes

CEO & DIRECTOR, HUBB DIGITAL LIMITED

Trading as Hubb.church

02 INTRODUCTION

Confidence to choose the right platform for your church.

Hubb is an all-in-one digital platform designed specifically for churches.

It brings together your church website, church app, admin, communications, and people management into a single, connected system. This means less time spent managing admin and technology, and more time focused on people, ministry and mission.

This pack is written for **trustees, PCCs, elders, deacons and leadership teams** who need confidence that Hubb is a safe, wise, and value-for-money choice.

03 EXECUTIVE SUMMARY

A confident, risk-managed digital foundation.

Hubb provides churches with a confident, risk-managed digital foundation for their websites, communications, administration, and governance.

01 Save time and money

Hubb brings website, app, admin, communications, giving, and people management together in a single, integrated system. Staff and volunteers learn one tool, data is not duplicated, and everyday tasks are simpler.

02 One system, one supplier

Instead of juggling several disconnected tools and suppliers, Hubb provides a single integrated platform supported by a single experienced team.

03 Built for church life

Hubb is designed around how churches actually work. It is easy for staff and volunteers, even if they are not technical.

04 Trusted and proven

Hubb supports hundreds of churches and Christian charities and is used daily by thousands of church leaders, staff, and volunteers.

05 Support included

Friendly, knowledgeable support is included with the service. Churches are not left to work things out alone.

06 Transparent pricing

Hubb has no standard platform setup fee. Any bespoke design, migration, training or consultancy work is quoted clearly before a church proceeds.

A long-term partner, not just a launch supplier.

2002 BUILDING CHURCH WEBSITES SINCE	100s OF CHURCHES & CHRISTIAN CHARITIES	1000s OF LEADERS, STAFF & VOLUNTEERS DAILY
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WE UNDERSTAND CHURCH LIFE	The Hubb team are church members, leaders, and administrators themselves. Hubb is shaped by firsthand experience in church life, governance, safeguarding, and volunteer management, with limited time and resources.
UK-BASED AND ACCOUNTABLE	Hubb's head office is based near Cambridge in the UK. Trustees can be confident they are working with a UK-based organisation, operating under UK law, that understands the UK church and charity context.
PROVEN TRACK RECORD	The team behind Hubb have been building church websites and church management tools since 2002. Hubb is the result of many years of experience serving churches, not a short-term or experimental product.
WIDELY TRUSTED	Hubb supports hundreds of churches and Christian charities and is used daily by thousands of church leaders, staff, and volunteers.
CHURCH-FOCUSED BY DESIGN	Hubb is built specifically for church life and governance. It is not a generic business system adapted for churches.
CONTINUALLY IMPROVED	Hubb is actively developed and improved, with updates released approximately every 6-8 weeks. This ensures the system remains reliable and secure while continuing to advance with modern technology and respond to the changing needs of churches.

Values, support and fair pricing.

ETHICAL AND VALUES-LED

HUBB DIGITAL LIMITED is a Fairtrade-registered organisation and an accredited Living Wage Employer. Hubb also supports Christian charities, sponsors children in poverty, and plants trees for every new customer. Many churches will recognise values in Hubb's approach that reflect a commitment to service, stewardship and practical support for Christian mission.

WE'RE HERE TO HELP

Hubb has a friendly, helpful support team based in the UK, available via email or phone. This gives trustees confidence that real people are on hand to help when questions arise. Hubb may use support tools, self-help resources and internal systems to improve response times, but customers are supported by a friendly UK-based team rather than being left with a faceless service. Hubb is a long-term partner, not just a launch supplier.

AFFORDABLE AND FAIR

Hubb is designed to be affordable for churches of all sizes.

- There are no standard upfront platform setup costs — any bespoke or separately scoped work is agreed clearly in advance
- Monthly fees are kept low and predictable
- Churches can access the core Hubb platform without piecing together multiple separate systems — optional services, usage-based items, bespoke work and third-party costs are made clear where relevant

Hubb believes every church should have access to the tools it needs to communicate well, manage people responsibly and grow sustainably. Smaller churches can access the same core platform as larger churches, helping support fairness, good stewardship and long-term value.

Further information about Hubb's approach, people, and values can be found on our [Why Us page](#).

A simpler, safer way to run church technology.

By approving Hubb, trustees are approving:

01 A single, all-in-one digital platform covering website, app, admin, communications, and people management.

02 A simpler procurement model with one supplier instead of many.

03 A system designed to reduce cost, complexity, and risk.

04 Optional domain name management and email hosting, where selected separately, supported by the same team.

All-in-one platform

Hubb can replace or reduce reliance on multiple separate suppliers and systems by bringing key church tools into a single, integrated platform. This will include a **church website**, a **fully branded church app**, **admin and planning tools**, a **communications suite** and a **central church database**.

TRUSTEE HIGHLIGHTS

- Information is entered once and used everywhere
- The app carries your church's name, logo and branding throughout
- Churches get more features and personalisation without paying for separate systems

For further information about the all-in-one approach, please read our blog post ['The Value of Hubb'](#).

Simple procurement

Hubb is one supplier covering many areas of church life. This is particularly helpful for volunteers, part-time staff, and paid church teams, and it simplifies decision-making and ongoing administration.

TRUSTEE HIGHLIGHTS

- Fewer approvals needed across leadership or council
- One supplier relationship to manage
- Fewer invoices to process
- Fewer logins for staff and volunteers

- One friendly support team for all features

Everything your church needs, in one place.

Hubb brings together the tools churches use most often, with a consistent interface and one shared database underneath. Each module is described below with the highlights trustees most often want to see.

Church website

A modern, mobile-friendly church website that supports welcome, communication, and mission.

TRUSTEE HIGHLIGHTS

- Simple editor — no technical skills required
- Events, sermons, news, and notices built in
- Update content once, and it appears across the website and app
- Designed to grow and change with your church

Further information: [Church Website page](#)

Templates

Hubb includes professionally designed church templates at no extra cost.

TRUSTEE HIGHLIGHTS

- Templates are included in the subscription
- You can change templates without losing content
- Colours and fonts can be styled to match your church branding

Further information: [Website Templates page](#)

Church app

A church-branded app experience provided through Hubb, using your church's name, logo and branding.

TRUSTEE HIGHLIGHTS

- The app carries your church's name, logo and branding throughout
- Members can access and install the app experience from your church website
- Designed to work across Apple, Android and desktop devices
- Keeps sermons, rotas, events, news, and giving in one place
- Helps people stay connected during the week, not just on Sundays

Further information: [Church App page](#)

Church admin

Tools that reduce spreadsheets, emails, and confusion.

TRUSTEE HIGHLIGHTS

- Rotas with automatic reminders
- Event bookings and registrations
- Room and resource bookings
- Clear permissions for different roles
- Tools to assist with Electoral Roll administration where appropriate

Churches remain responsible for their own denominational, legal and governance requirements. [Church Admin page](#)

Communications, people and giving.

Church communications

Clear, targeted communication using one shared people database.

TRUSTEE HIGHLIGHTS

- Targeted emails, with SMS available where enabled and subject to any relevant usage or provider costs
- News and notices shared across the website and app
- Reduced duplication of contact lists
- Safeguarding-aware permissions

Further information: [Church Communications page](#)

Managing people

A secure, central people database that connects everything together.

TRUSTEE HIGHLIGHTS

- Permission-based access control
- Safeguarding-aware handling of children and youth data
- Members can update their own details, reducing admin load
- Links groups, rotas, communications, and giving

Further information: [Managing People page](#)

Church finance & giving

Tools to support good stewardship and reporting.

TRUSTEE HIGHLIGHTS

- Online giving through the website and app
- Gift Aid declarations and reporting
- Clear records for leadership and trustees

Online giving and Gift Aid tools are available where enabled and configured. Any third-party payment provider terms, transaction fees or separately scoped setup should be confirmed in the relevant proposal. [Church Finance page](#)

Note on inclusions. Specific features, plans and optional add-ons (such as the payments add-on, SMS, email hosting, domain management, bespoke design, migration, training and consultancy) are confirmed up front in the relevant proposal or agreement. This pack describes the platform; commercial inclusions are confirmed separately.

Domains and email hosting, where selected separately.

OPTIONAL

These services are optional and are not required in order to use the core Hubb platform. Where selected, they can help churches reduce supplier complexity and make technical administration easier to manage.

For churches that want everything under one roof, Hubb can also manage domain names and email hosting.

TRUSTEE HIGHLIGHTS

- One friendly team at the end of the phone or email
- Domain renewals, DNS, and technical settings managed for you
- Email hosting set up with appropriate security records
- Reduces risk when staff or volunteers change

For further information, please see our [Domains and Email Hosting page](#).

Trustees' key questions, answered.

This section addresses the key governance and risk questions trustees typically raise. Trustees rightly want assurance that church data is handled safely, responsibly, and with clear accountability.

Hubb is designed specifically to manage sensitive church information, including **personal data, children's information, rotas, and giving records**.

Permissions and access control

- Access is role-based, so people only see what they need for their role
- Trustees and leaders can control who can view, edit, or manage different areas
- Team leaders can manage their own teams without seeing wider church data

Safeguarding-aware by design

- Children's and youth data are handled with additional restrictions
- Visibility of sensitive information is limited by role
- Supports good safeguarding practice in everyday administration

Hubb supports good safeguarding administration by helping churches manage access, permissions and sensitive information responsibly. It does not replace the church's own safeguarding policies, safer recruitment, training, reporting duties or denominational safeguarding requirements.

Data protection and UK GDPR

- Your church remains responsible for deciding what personal data is held in Hubb and how it is used.
- Where HUBB DIGITAL LIMITED processes personal data on behalf of your church, it does so as a supplier/processor under appropriate contractual terms.
- Centralised data helps reduce duplication, uncontrolled spreadsheets and unnecessary sharing of personal information.
- Hubb supports clear records of consent and communication preferences, and helps churches manage their UK GDPR responsibilities in a practical, structured way.

Continuity, infrastructure and assurance.

Continuity and risk reduction

- Data is held within one system rather than spread across personal devices
- Access can be removed immediately when staff or volunteers step down
- Reduces risk when roles change or people move on

Secure access and platform integrity

Hubb supports secure access through role-based permissions, strong account controls and two-factor authentication for relevant administrator access. The platform is maintained by Hubb, reducing the risk of unmanaged plugins, abandoned updates or personal spreadsheets becoming the church's informal system of record.

Reliable infrastructure

- Hubb uses professional hosting and infrastructure appropriate for UK churches
- The Hubb team handles ongoing maintenance, updates, and monitoring

Data ownership, exit & incidents

Your church owns its data. HUBB DIGITAL LIMITED does not claim ownership of customer data held within the platform. If a church chooses to leave Hubb, data export and transition support can be provided in line with the contract, platform capabilities and applicable data protection requirements. If Hubb becomes aware of a security or data incident affecting customer data, we will assess it promptly and support affected customers with the information reasonably needed to meet their own legal and regulatory responsibilities.

Trustee assurance summary. Role-based permissions ensure users only access what they need; access can be updated or removed when people change role or leave; sensitive and children's information can be restricted to appropriate people; Hubb is maintained centrally, reducing the risk of unmanaged plugins or disconnected spreadsheets; and data protection responsibilities remain clear, with the church retaining responsibility for how its data is used.

More details about Hubb's approach to security are available on our [Security page](#).

Clear terms for trustees and church leaders.

Trustees and church leadership teams need to understand not only what a system does, but how the supplier relationship works in practice. Hubb is designed to provide clear, predictable and affordable support for churches. Standard platform subscriptions, optional services and any bespoke work are set out clearly before a church proceeds.

TRUSTEE HIGHLIGHTS

- Standard Hubb subscriptions are priced clearly and predictably
- Bespoke design, migration, training, content or consultancy work is quoted separately
- Optional services, such as domain name management or email hosting, are only included where selected
- Support is provided by a friendly UK-based team
- The church owns its data
- If a church chooses to leave Hubb, data export and transition support can be provided in line with the contract and platform capabilities
- Any minimum term, cancellation terms and separately chargeable services should be confirmed in the relevant proposal or agreement

10 VALUE FOR MONEY

One cost. One team. Less duplicated work.

Churches often compare Hubb to using several separate tools. With Hubb, you gain **one monthly cost, one support team, fewer systems and passwords, less duplicated work** and **better joined-up communication**.

Most churches find that this saves time, reduces risk, and improves clarity.

A short list to work through before approval.

Before approving Hubb, trustees and church leaders may wish to confirm:

- The church's website, communication and administration requirements are understood
- Pricing, optional services and any separately quoted work are clear
- The legal supplier is confirmed as HUBB DIGITAL LIMITED, trading as Hubb.church
- Data protection responsibilities are understood
- Appropriate user permissions and access controls are available
- Safeguarding responsibilities remain with the church, with Hubb supporting safer administration
- Support arrangements are clear
- The church can export its data if it leaves
- Domain name management and email hosting are understood to be optional services
- Any SMS, online giving, Gift Aid, payment provider or third-party costs are clear
- The platform supports good governance, stewardship and operational practice

Real churches, long-term use.

Churches already using Hubb describe consistent, real-world benefits. These testimonials reflect long-term use of Hubb in real church settings, not short-term trials or pilot projects.

As a church we have been with Hubb for years and throughout all of that time Hubb have been genuinely amazing! The team is consistently helpful, creative and supportive. The heart for churches that lies at the core of this company is what makes them stand out — as a church we are SO grateful not just for what they do but who they are.

SANDRA MATHERS | KINGDOM FAITH SOUTH WEST

Read Sandra's full testimonial on our [Testimonials page](#).

I have found Hubb great at every stage of our website development. When our site needed an update, Hubb made everything run extremely smoothly, with no interruption. The support is exceptional, any issues I have had being sorted out straight away. I would recommend Hubb to any church wanting a professional looking website — the only problem you will have is choosing which template to use, they are all stunning!

SUE FOX | BUCKINGHAM PARISH CHURCH

The site has transformed the way we function as a church in terms of schedules, reminders, the diary, address book and communication.

JAMES LEVASIER | BURPHAM CHURCH

I have been really impressed with Hubb. Hubb produced a website with our branding within days.

IAIN BAKER | ST THOMAS, KIDSGROVE

With their reasonable pricing and helpful offers I would thoroughly recommend Hubb.

TIM WELLER | EARLSDON METHODIST CHURCH

Full testimonials are available on our [Testimonials page](#).

13 SUPPLIER DETAILS

Who you are contracting with.

Hubb.church is a trading name of HUBB DIGITAL LIMITED. The information below is provided so that trustees know exactly who they are contracting with, and to avoid any ambiguity around the trading name versus the legal entity.

CONTRACTING PARTY	HUBB DIGITAL LIMITED
TRADING NAME	Hubb.church
COMPANY NUMBER	04072126
VAT NUMBER	GB759868548
REGISTERED OFFICE	Knapwell Wood Farm Business Park, Knapwell, Cambridge, England, CB23 4NS
WEBSITE	hubb.church
CONTACT	hello@hubb.church

Hubb.church

If there's anything more we can help with, just ask.

If trustees, PCC members or church leaders would like to ask further questions, the Hubb team would be pleased to help.

hello@hubb.church

hubb.church

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