



Service Users Privacy Notice

This privacy notice explains how we collect, use, and share your personal information. It reflects our commitment to handling your data responsibly and transparently, in line with the UK General Data Protection Regulation (UK GDPR). We value your trust, and we aim to ensure that your data is treated with care, used only as necessary, and protected appropriately.

1. What Information We Collect and Why

We collect and use personal data for the following purposes:

a) To provide services, including referrals:

- Name, contact details, date of birth, gender, address
- Service use history
- Information about your work, home, or living conditions (for certain services only)
- Income and support needs (for certain services only)
- Residency and Immigration status and history (for certain services only)
- Photographs or video at certain events, to publicise the work of our Charity
- **Special category data:** for example, racial or ethnic origin and health data, collected with additional safeguards, only for certain services

b) For marketing and service updates:

- Name and contact details + marketing preferences and records of consent

c) To comply with legal, contractual, and safeguarding obligations:

- Personal details as in a) above and Health and safety or safeguarding records.

d) To manage complaints or incidents:

- Relevant communications and investigation notes
- Video/audio recordings in public or staff areas

Children's Data: If services are provided to individuals under 13, we will obtain verifiable consent from a parent or guardian unless a safeguarding risk overrides this. Information will be presented in a clear, age-appropriate format where applicable

2. How we manage your data lawfully

Under UK Law, we rely on the following lawful bases for handling your data:

- **Consent** – For marketing or where required to collect special category data.
- **Contract** – Where data is needed to deliver services.
- **Legal obligation** – For safeguarding, health and safety, etc.



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- **Legitimate interests** – Where there is minimal impact on privacy, such as programme evaluation.
- **Vital interests** – In emergencies that threaten a person's health or wellbeing.

For special category data we use one of the above *and* one of the following: Vital interests/Public interest /Health or social care /Public health/Contract/Consent

3. Your Data Protection Rights

You have the right to:

- **Access** your data
- **Rectify** inaccurate or incomplete data
- **Request erasure** of your data
- **Restrict or object to processing**
- **Data portability** – move your data to another organisation
- **Withdraw consent** at any time where consent is the basis

We will respond to your request within one month. Some legal exceptions may apply.

4. Sharing Your Information

The Renewal Programme may also be required to share your data with third parties to comply with legal obligations or to deliver a contract. These could be partner organisations with whom we deliver services, public authorities, safeguarding bodies, or our contractors. When we have partnerships with local charities or councils to deliver services, we also have data-sharing agreements in place. The Renewal Programme will not share your data with third parties for any other purpose without your express consent. We do **not** sell your data or share it for commercial gain.

5. Data Retention and Security

We keep your data only for as long as necessary for its original purpose, or to meet legal, regulatory, or contractual obligations. We use secure systems and follow best practice to prevent unauthorised access, loss, or misuse of personal data.

6. Making a Complaint

If you have concerns about how your data is being used, please contact our **Data Protection Lead** using the contact details above or get in touch with a member of staff if you need any support with raising your concerns.

If you are not satisfied with our response, you can escalate your complaint to the **Information Commissioner's Office (ICO)**: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

☎ 0303 123 1113 🌐 www.ico.org.uk/make-a-complaint