



Privacy Notice

Newham Community Renewal Programme Limited

395 High Street North, London E12 6PG

Charity Registration Number: 275796

Company Registration Number: 1327924

Email: info@renewalprogramme.org.uk | **Phone:** 020 8471 6995

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1. Introduction

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).

As a charity embedded in the local community, we value the trust of our service users, staff, volunteers, donors, and supporters. We aim to ensure that your data is treated with care, used only as necessary, and protected appropriately.

2. What Information We Collect and Why

We collect and use personal data for the following purposes:

a) To provide services and goods, 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)
- Health information (for certain services only)
- Photographs or video at certain events, to publicise the work of our Charity

Special category data: e.g. racial or ethnic origin and health data, collected with additional safeguards, only for certain services

b) To receive donations and conduct fundraising:

- Name and contact details
- Taxpayer status (for Gift Aid)



- Banking or payment information

c) For marketing and service updates:

- Name and contact details
- Marketing preferences
- Records of consent

d) To comply with legal and safeguarding obligations:

- ID documents
- Criminal records data
- Financial transactions
- Health and safety or safeguarding records.

e) For recruitment and employment:

- Contact details, date of birth, gender
- Right to work checks and criminal records checks
- Details of your qualifications, skills, experience and employment history
- Details of your bank/building society account and National Insurance number.
- Information about your next of kin, dependants and emergency contacts.
- Details of periods of leave, including holiday, sickness absence, family leave, emergency time off for dependents, and the reasons for the leave.
- Details of any capability, disciplinary or grievance procedures including any warnings. Details of performance.
- Information about medical or health conditions, including whether you have a disability for which the Renewal Programme needs to make reasonable adjustments.

For Employees: for further details, refer to the Renewal Programme Staff Privacy Notice.

f) To manage complaints or incidents:

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

3. Lawful Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Consent** – For marketing or where required to collect special category data.
 - **Contract** – Where data is needed to deliver services, employment, or funding.
 - **Legal obligation** – For safeguarding, health and safety, taxation, etc.
 - **Legitimate interests** – Where there is minimal impact on privacy, such as programme evaluation, fundraising, and communicating with supporters.
 - **Vital interests** – In emergencies that threaten a person’s health or wellbeing.
 - **One of the above *and* one of the following**
 - **Vital interests**
 - **Reasons of substantial public interest (with a basis in law)**
 - **Health or social care**
 - **Public health**
 - **Contract**
- for special category data.

For employees, some special categories of personal data are processed to carry out employment law obligations.

Where the Renewal Programme processes other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring.

4. Your Data Protection Rights

You have the right to:

- **Access** your data (subject access request)
- **Rectify** inaccurate or incomplete data
- **Request erasure** of your data (“right to be forgotten”)
- **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.

5. 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.



- **Third-party processors** (e.g. payroll, HR services, IT support, CRM, outcome tracking)
- **Partner organisations** with whom we jointly deliver services
- **Public authorities**, regulators (e.g. Charity Commission, HMRC), and funders
- **Safeguarding bodies** or the police when required
- **Auditors and inspectors**

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.

Joint Controllers

In some projects, we act jointly with local charities or councils to deliver services. These arrangements are governed by data-sharing agreements.

6. International Data Transfers

Where necessary, your personal data may be processed outside the UK. We ensure appropriate safeguards are in place (e.g. UK adequacy decisions or standard contractual clauses).

For more information about these safeguards, please contact us.

7. Data Retention

We retain your data only for as long as necessary for its original purpose, or to meet legal, regulatory, or contractual obligations. Our detailed Data Retention and Destruction Policy is available upon request.

8. Data Security

We use secure systems and follow best practice to prevent unauthorised access, loss, or misuse of personal data. This includes encrypted communications, restricted access, and regular reviews of our security practices.



9. 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.

10. Social Media and Public Acknowledgements

We may engage with supporters via platforms like Facebook or Instagram. Following us may be taken as consent to receive updates. We do never disclose personal information publicly. If you wish not to be named, please let us know.


11. 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.

If you are not satisfied with our response, you can escalate your complaint to the **Information Commissioner's Office (ICO)**:

ICO Contact Details:

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

 0303 123 1113

 www.ico.org.uk/make-a-complaint
