

# The Restore Project CIC - Privacy Policy

## 1. Introduction

The Restore Project CIC (“we”, “our”, “us”) is committed to protecting the privacy of everyone who visits our website, uses our services, or supports our work. This includes children and young people, families, staff, volunteers, and partners.

We comply with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. This policy explains what data we collect, how we use it, and how we keep it safe.

## 2. Information We Collect

We may collect personal information when you:

- **Fill in a form on our website (such as referral, volunteering, or contact forms).**
- **Sign up for newsletters or updates.**
- **Make a donation or provide financial support.**
- **Attend a programme, workshop, or event.**
- **Contact us directly by email, phone, or post.**

This may include:

- **Personal details: name, email, address, phone number.**
- **Children/young people’s details: name, date of birth, school, and relevant background information (only where provided by a parent/guardian, school, or professional).**
- **Volunteer information: DBS checks, references, and training records.**
- **Technical data: IP address, browser type, and website usage (through cookies).**

## 3. How We Use Your Information

We use your data to:

- **Deliver support services for young people and families.**
- **Manage referrals and safeguarding responsibilities.**

- **Communicate with you about our work, events, and opportunities.**
- **Process donations and maintain financial records.**
- **Train and supervise staff and volunteers.**
- **Improve our services and website.**

We **never sell your personal data** or share it with third parties for marketing.

## **4. Children & Young People's Data**

Because we work directly with children and young people:

- **We only collect information necessary for safeguarding, support, and service delivery.**
- **Data about children is always collected from parents, guardians, schools, or professionals, not directly from children through the website.**
- **Children and young people are not able to sign up to newsletters or communications without parental consent.**
- **Safeguarding information is handled with the highest level of confidentiality and shared only with authorised staff or statutory agencies when legally required.**

## **5. Safeguarding and Duty of Care**

- **We have a legal duty to share information if we believe a child, young person, or vulnerable adult is at risk of harm.**
- **Any such sharing will be in line with our Safeguarding Policy and statutory guidance.**
- **We only share information with agencies such as social services, the police, or schools where it is necessary to protect someone's safety.**

## **6. Legal Basis for Processing**

We process personal data based on:

- **Consent: e.g. when you sign up for updates.**
- **Contract: to deliver services you request.**
- **Legal obligation: safeguarding, health and safety, employment law.**
- **Legitimate interest: running and improving our services responsibly.**

## **7. Data Storage and Security**

- **All personal data is stored securely using password-protected systems.**
- **Access is restricted to staff and volunteers with the appropriate clearance.**
- **DBS and safeguarding checks are carried out for all staff and volunteers handling sensitive information.**

## **8. How Long We Keep Data**

We keep personal data only as long as necessary:

- **Referral and casework data:** in line with safeguarding/legal requirements.
- **Volunteer records:** for the duration of involvement plus retention required by law.
- **Financial records:** minimum 6 years (HMRC requirement).
- **Website enquiries:** up to 12 months.

After this, data is securely deleted or anonymised.

## 9. Cookies

Our website may use cookies to improve user experience. You can manage or disable cookies in your browser settings.

## 10. Your Rights

You have the right to:

- **Request access to your data.**
- **Ask us to update, correct, or delete it.**
- **Withdraw consent for communications.**
- **Make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we use your data.**

## 11. Contact Us

For questions about this policy or your personal data, please contact:

### **The Restore Project CIC**

Email: [info@therestoreproject.co.uk](mailto:info@therestoreproject.co.uk)

Phone: +44 7513 255099

### **The Restore Project CIC**

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