

PRIVACY STATEMENT

1. ABOUT THIS STATEMENT

This statement is given to you to help you understand the requirements of the law.

Christian CARE Merton (formerly Christian CARE Association) has for nearly 60 years offered a unique service in the London Borough of Merton meeting the needs of families in poverty. It is a small charity, made up almost entirely of volunteers, and it runs five projects:

- **Befriending:** supporting families struggling with diverse problems.
- **Children's Activities:** a seaside outing, sponsorship of a family holiday and places at summer activity camps. Children's birthdays are marked with cards and gifts, and the charity facilitates attendance at theatre workshops and organises occasional activities in local parks.
- **Family Support:** delivering food regularly to give families 'food security' as well as responding to emergencies.
- **Fit, Fix and Furnish Project:** provides and installs furniture and other household items.
- **Household Project:** distributing bedding and curtain donations

In undertaking this work, we process personal data about **our clients** who receive support through our projects, about **our volunteers** and about **our supporters**. We are committed to protecting your privacy and take this responsibility very seriously. We therefore take care to safeguard it. Christian CARE Merton is the Data Controller under data protection law. This statement outlines what data we collect, how we may use it, how we protect your data and your rights, and how you can exercise those rights.

2. WHY WE COLLECT YOUR DATA

We collect personal data for many reasons - to provide you with services, to communicate with you and to send you information you have requested, to organise our volunteers, to administer donations and to obtain information to improve our services.

3. INFORMATION WE COLLECT

We collect the following personal information:

- your full name - (*clients, supporters, employees, volunteers*)
- names of family members - (*clients*)
- date of birth - (*clients, employees, volunteers*)
- contact details – including your postal address, telephone number(s), and email address - (*clients, supporters, employees, volunteers*)
- gender, racial or ethnic origin, religious or other beliefs of a similar nature - (*clients, employees, volunteers*)
- details of your case and the support we are giving you - (*clients*)
- donation history and Gift Aid details - (*supporters, employees, volunteers*)
- bank details (*volunteers, employees, supporters*)
- other information you share with us, which may be collected from correspondence, emails, paper forms, telephone and face-to-face conversations - (*clients*)
- photographs - (*clients, employees, volunteers*)
- electronic signatures - (*employees, volunteers*)
- attendance at training activities and social events - (*supporters, employees, volunteers*)

We sometimes also collect sensitive data about individuals. This includes information about health, religion, ethnicity and nationality. We will only record this data where we have your explicit consent, unless we are permitted to do so in other circumstances for example under health and safety, safeguarding or data protection law.

4. USING YOUR PERSONAL DATA

For clients

We will need to use your data in order to help you. We will keep all your information, including notes, letters and information given to us about you, in a confidential record that is specific to you. This ensures that we provide appropriate support. No volunteer is allowed access to our system or files unless they require this to provide a service to you. If you need the help of professionals, we will not pass on your information without your permission.

We may use your data for statistical reports. These statistics will not include any information that could be used to identify any individual.

For volunteers/employees

As part of the recruitment process we ask you to complete an application form, including details of two referees to whom we will automatically send reference requests. This data will be retained for life. If your role requires it, we will also arrange for you to have an enhanced check from the Disclosure and Barring Service (DBS). Your name and DBS reference number will be stored separately from all other data we hold about you. We will use your information so that we can contact you for support, supervision and training while you are volunteering with Christian CARE Merton.

For supporters

Having obtained your consent to contact you by post, email or phone, we will keep you up-to-date with our activities. We will send you an Annual Report and invitations to our AGM and to any open afternoons or fundraising events. You will also receive Christmas and Easter mailings and prayer cards.

You can withdraw your consent to being a supporter at any time using the details in 'Contact us' below. If you make any changes to your consent, we will update your record as soon as we possibly can. It may take up to 30 days for our systems to update and stop any postal or email communications from being sent to you.

5. OUR LEGAL BASIS FOR HOLDING AND PROCESSING PERSONAL DATA

We need a lawful basis to collect and use your personal data under data protection law. The law allows for six ways to process personal data (and additional ways for sensitive personal data). Three of these are relevant to the types of processing that we carry out. This includes information that is processed on the basis of:

- a person's consent
- processing that is necessary for compliance with a legal obligation, for example to process a Gift Aid declaration
- Christian CARE Merton's legitimate interests

Personal data may be legally collected and used if it is necessary for a legitimate interest of the organisation using the data, if its use is fair and does not adversely impact the rights of the individual concerned.

When we use your personal information, we will always consider if it is fair and balanced to do so and if it is within your reasonable expectations. We will balance your rights and our legitimate interests to ensure that we use your personal information in ways that are not unduly intrusive or unfair. Our legitimate interests include:

- Supplying you with help and support.

- Delivery of our charitable purposes, statutory and financial reporting and other regulatory compliance purposes.
- Administration and operational management: including responding to solicited enquiries, providing information, events management, recruitment requirements and the administration of volunteers.
- Fundraising: including administering donations, sending thank you letters and analysis.

If you would like more information on our uses of legitimate interests, or to change our use of your personal data in this manner, please get in touch with us using the details in 'Contact us' below.

6. DISCLOSURE OF YOUR PERSONAL DATA

We will not share any of your personal data with any third party except where we are required to do so by law or if it is necessary in a medical emergency or we have obtained your consent

We will **never** sell your personal data to a third-party organisation or share it for fundraising purposes.

7. SECURITY OF YOUR PERSONAL DATA

We use appropriate technical and organisational measures and precautions to protect your personal data and to prevent the loss, misuse or alteration of your personal data. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

8. RETENTION OF YOUR DATA

Whatever your relationship with us, we will only store your information for a specified amount of time, as set out in our internal Data Protection Policy and Procedures. The length of time that data will be kept may depend on the reasons for which we are processing the data and to satisfy our legal, financial and insurance requirements.

Subject to the above, we promise to update your information so that it is accurate, to store it securely while we are in contact with you, and for as long as necessary after contact ends. Once the retention period has expired, the information will be confidentially disposed of or permanently deleted.

9. YOUR RIGHTS

You have many rights under UK data protection legislation. These include:

- **Right of Access:** You have the right to know what information we hold about you and to ask to see your records. We will supply the information you ask for within one month unless legal exceptions apply. We will not charge you for this.
- **Right to be informed:** You have the right to be informed how your personal data will be used and why. This statement is intended to provide you with this information. You also have the right to be informed promptly if there is any breach of data security.
- **Right to restrict processing:** Where we process your data based on your consent, you have a right to restrict the processing of some or all of your personal information, to establish its accuracy, or if you object to our use of processing it.
- **Right of erasure:** In some cases, and subject to certain exceptions, you have the right to have your personal data deleted from our database (i.e. to be forgotten). Where you have requested that we do not send you publicity material, we will need to keep some limited information to ensure that you are not contacted in the future.

- **Right of rectification:** If you believe that any information we hold about you is inaccurate or incomplete, you have the right to ask for those records concerning you to be updated. To update your records, please get in touch with us using the details in 'Contact us' below.
- **Right to data portability:** Where we are processing your personal data because you have given us your consent to do so, you have the right to request that the data you have provided to us is transferred to you or another service provider in a convenient format that can be managed and reused.
- **Right to Object:** You have the right to stop or prevent us from processing all, or part of the personal information we hold about you, if you object to our processing methods for particular reasons or if direct marketing is involved.

10. CONTACT US

If you have any questions, want more information about this Privacy Statement, or wish to exercise any of your rights (mentioned above), please contact our nominated Data Lead in writing at our address below:

By post:

Patrick Robinson
Data Lead
Christian CARE Merton Registered Office
7 Melbury Gardens
London SW20 0DH

By email: patrick.robinson@christiancaremerton.org.uk

By phone: 020 3355 5468 (Office)

11. COMPLAINTS

If you are not satisfied with Christian CARE Merton's response you have the right to complain to the Information Commissioner's Office (ICO) on the ICO website: <https://ico.org.uk/concerns>

They can also be contacted at the following address: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113

12. UPDATES TO OUR PRIVACY STATEMENT

This Privacy Statement will be regularly reviewed and any changes made will be displayed on this web page.

Date of Statement: 1 April 2026