Privacy Notice

Document Control

Person Responsible	Business Support Team	**Review Frequency**	1 year
Reviewed by	Business Support Team	**Date Approved**	July 2026
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Introduction

This privacy notice explains how Justlife collects, uses, and protects your personal data. This notice is based on our 2026 Data Protection Impact Assessment.

Who are we?

Justlife Foundation Ltd (charity registration number: 1140822)

Types of information we gather

1. **Service Users**

- **Purpose:** We collect your data to design effective personal support plans and to signpost you to other appropriate support services.
- **What data we collect:** We routinely gather names, addresses, dates of birth, and contact information. We may also collect sensitive data like medical history or criminal records if essential for your support.
- **Storage and Sharing:** Data is stored on secure cloud databases (Inform, Volunteero, Google Drive) and occasionally in locked filing cabinets. We share data with stakeholder support services and Probation (via secure portals) as part of your support plan.
- **Retention:** Data is generally retained indefinitely due to the nature of our service and legal requirements (like Coroner investigations), but we will delete it upon a valid "Right to be Forgotten" request.

2. **Professional Participants**

- **Purpose:** To invite you to networking events and share homelessness sector news via newsletters.
- **What data we collect:** Names, work titles, and professional contact information.
- **Storage and Sharing:** Stored on MailChimp and Google Drive. Data is only shared with your explicit consent.
- **Retention:** Until you unsubscribe from our lists.

3. Research Projects

- **Purpose:** To involve you in research aimed at changing systems and policy for vulnerable people.
- **What data we collect:** Minimal personal data, typically names and contact information.
- **Storage and Sharing:** Stored in Google Drive. Sharing only occurs with explicit consent.
- **Retention:** Until a "Right to be Forgotten" request is received.

4. Staff

- **Purpose:** For recruitment, payroll, pensions, and diversity monitoring.
- **What data we collect:** Names, DOB, addresses, NI numbers, bank details, employment history, and DBS checks.
- **Storage and Sharing:** Stored on Empower HR and Google Drive. Shared with accountants (Inflo), payroll providers, pension providers (Royal London), and HR consultants.
- **Retention:** Ex-staff data is kept for 7 years; unsuccessful applicant data for 6 months.

5. Volunteers

- **Purpose:** To support and manage our volunteer team, pay expenses, and monitor diversity.
- **What data we collect:** Names, contact info, bank details (for expenses), and DBS checks.
- **Storage and Sharing:** Stored on Volunteero and Google Drive. We do not share volunteer data.
- **Retention:** Ex-volunteer data is kept for 7 years; unsuccessful applicant data for 6 months.

6. Supporters

- **Purpose:** To process donations (including Gift Aid) and keep you informed about our work and events.
- **What data we collect:** Names, addresses, contact information, and bank/Gift Aid details.
- **Storage and Sharing:** Stored on Donorfy, Xero (banking), and Google Drive. Supporter data is never
- Shared.
- **Retention:** Financial records are kept for 7 years after the final donation. Newsletter subscribers are removed immediately upon opting out.

Your Rights

Across all groups, you have the right to access the data we hold about you and the "Right to be Forgotten" (deletion). You can also opt out of newsletters or marketing communications at any time. To exercise these rights, please contact our Business Support Team.

Your choices

You have a choice about whether or not you wish to receive information from us. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: **info@justlife.org.uk**

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:
https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/

If you wish to exercise any of the rights set out above, please email us at info@justlife.org.uk. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee, or refuse to comply with your request, if your request is clearly unfounded, repetitive or excessive.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to

receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

How you can update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@justlife.org.uk

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Our website uses an SSL certificate, and you should see the URL in your web browser begin with https: and an indication in most web browsers that our site is secure. We also take a number of regular security precautions and audits to ensure we are taking reasonable steps to protect your data. These include the use of firewalls, regular malware scans of our site and hardware. Regular security updates to our website and associated components and services. Website security monitoring and frequent password security audits. Where you have chosen a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We also suggest you use strong passwords containing letters, numbers and symbols. Our system supports the use of complex passwords.

Use of 'cookies'

Like most other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better easy to use service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies of may result in a loss of functionality when using our website. We use cookies from third party services which are listed below.

Third Party Services

We currently use a number of third party services. Here is an explanation of what we use and links (if relevant) to their privacy policies. Depending on your use of our site and services not all of these may apply to you.

- Google Analytics – we use this service to track statistical data so we can better understand how people use our website (https://policies.google.com/privacy)
- Mailchimp – we use the Mailchimp service to send emails to you and manage our mailing lists (https://mailchimp.com/legal/privacy/)

Links to other websites

Our website may occasionally contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Retention Policy

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in **July 2026.**