ELIZABETH HOUSE
Highbury Vale Blackstock Trust

Privacy Notice

Elizabeth House
2, Hurlock Street
London N5 1ED

Tel: 020 7690 1300
email: director@elizabeth-house.org.uk

Privacy Notice

1. Introduction

Highbury Vale Blackstock Trust ("we", "us", "our") is committed to protecting your personal information and being transparent about how we collect and use it.

This Privacy Notice explains:

- What personal data we collect
- How we use it
- How we keep it safe
- Your rights under data protection law

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who we are

Highbury Vale Blackstock Trust is a registered charity / community organisation providing services and activities for local residents.

- **Registered charity number:** 1029704
- **Address:** Elizabeth House, 2 Hurlock Street, London N5 1ED
- **Email:** info@elizabeth-house.org.uk
- **Telephone:** 020 7690 1300

If you have any questions about this notice or how we use your data, please contact us.

3. What personal data we collect

We may collect and process the following types of personal information:

a) Basic personal details

- Name
- Address
- Email address
- Telephone number
- Date of birth (where relevant)

b) Service-related information

- Information you provide when accessing our services
- Attendance records
- Support needs or preferences

c) Sensitive (special category) data

Where necessary and with appropriate safeguards, we may collect:

- Basic health information
- Information about disability or additional support needs
- Dietary requirements or allergies
- Ethnic background (for equality monitoring)
- Household income (for childcare services and eligibility to concessionary rate)

We only collect sensitive data when it is necessary, lawful, and proportionate.

d) Other information

- Volunteer or trustee application information
- Feedback, complaints or compliments
- Website usage data (if applicable)

4. How we collect your data

We collect information when you:

- Register to use our services
- Contact us by phone, email, or in person
- Attend our activities or events
- Apply to volunteer or work with us
- Complete forms, surveys, or feedback

5. How we use your personal data

We use your information to:

- Deliver our services and activities
- Communicate with you about services, events, or changes
- Safeguard service users and staff
- Monitor and improve our services
- Meet legal, regulatory, and funding requirements
- Process volunteer or trustee applications
- Manage complaints or concerns

We will only use your data for the purposes it was collected.

6. Lawful basis for processing

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

- Consent – where you have given clear permission
- Contract – where processing is needed to deliver a service
- Legal obligation – where required by law
- Vital interests – to protect someone's life
- Legitimate interests – where appropriate and balanced against your rights

For special category data, we rely on:

- Explicit consent, and/or
- Substantial public interest (for safeguarding or equality purposes)

7. Data sharing

We will not sell your personal data.

We may share information only where necessary with:

- Staff, volunteers, and trustees (on a need-to-know basis)
- Partner organisations delivering services with us
- Local authorities or funders (in anonymised or required form)
- Regulators or statutory bodies (where legally required)
- Emergency services (where safety is at risk)

All data sharing is done securely and lawfully.

8. Data storage and security

We take appropriate measures to protect your personal data, including:

- Secure storage systems
- Password protection and access controls
- Staff and volunteer training on data protection
- Regular review of data handling practices

9. How long we keep your data

We keep personal data only as long as necessary for the purpose it was collected.
Retention periods are determined by:

- Legal requirements
- Funding conditions
- Safeguarding considerations
- Operational need

Data is securely deleted or anonymised when no longer required.

10. Your rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent (where consent is the basis)
- Request data portability
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact us using the details above.

11. Complaints

If you are unhappy with how we handle your personal data, please contact us first. You can contact our Data Protection Officer or a Trustee or the CEO.
You also have the right to complain to the Information Commissioner's Office:

- Website: ico.org.uk
- Telephone: 0303 123 1113

The latest version will always be available on our website, on display at Elizabeth House or on request.

Reviewers:
Nathalie Renaud, CEO
Trustees

Policy Changes Tracking

Review date	Next review date
April 2026	April 2027