

The Sisterhood for Early Motherloss

Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

What information we collect about you

We collect or use the following information when you voluntarily subscribe to our newsletter, when you send us a message directly via our website or when you apply to volunteer or work with us.

- Name and contact details
- Age
- Borough
- Testimonials and photographs where you have agreed
- Video interviews where you have agreed
- Information about lifestyle, interests, personal information
- Professional skills
- Data on criminal records checks

Cookies

We do not use cookies and we do not collect browsing data when you visit our website.

How we use your personal data

- To provide you with information, services or products you've requested, or which may interest you.
- To enable us to build a local peer to peer network in support of our charitable aims.
- For safeguarding purposes.
- To record and respond to any comments or complaints and to investigate and make necessary changes.

- To promote our activities and events. Where you have agreed we may use photos of you, or testimonials for marketing or to build our peer-peer network.
- To check your suitability for a volunteer or professional role with us. This may involve internal searches as part of the recruitment process.

Marketing

We would like to send you information about our services that may be of interest to you via monthly newsletters. If you have consented to receive marketing, you may opt out at any point.

- You have the right at any time to stop us from contacting you for marketing purposes.
- We will not share your information with third party members.
- If you no longer wish to be contacted for marketing purposes, please email us at: hello@sisterhoodearlymotherloss.co.uk

Research and Evaluation

We also use personal data to help us understand what parents, carers and young people need to support them through the loss of mothering. We do this so we can make sure our services support them and to identify other areas for programme development. We don't ask for consent to use your personal data for research but rely on legitimate interests as our lawful basis.

Our Lawful Basis for using your personal data

Data Protection law means we must have a reason or justification, also known as a 'lawful basis', to use any of your personal data:

- **Legitimate interests**

We're collecting or using your information because it benefits our charitable aims without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. This means that the information may not be sent to you in a format that everyone can easily read.

Our legitimate interests are namely to:

1. Collect information for the establishment of a charitable network of like-minded individuals.
2. Engage with the public or funders to further these social and charitable aims. This means that it's important for us to talk to the public about our network in general so that we can promote our work and goals.

- **Consent**

This is where we've asked for your permission to use your personal data in a specific way, and you've agreed. For example, to send you a marketing email or to publish your experience. We will always ask for additional consent prior to publishing your stories. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- **Legal obligation** We have to collect or use your information so we can comply with the law or in order to protect your vital interests or the vital interests of another person. For example we may conduct a criminal records check on staff or volunteers. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- **Vital Interests**

Where there's a serious or immediate risk to your physical or mental health or wellbeing we may use your personal data. All of your data protection rights may apply, except the right to object and the right to portability.

- **Public task**

Some activities are done in the public interest. For example, collecting personal data about safeguarding concerns raised.

- **Contract**

We may process your personal data as part of an agreement you have with us. For example, if you work or volunteer for us.

Who we share your information with

We will not rent or sell your personal data to other organisations for use by them in any way.

We cannot keep all information confidential as we need to ensure young people and vulnerable adults are safe. This means that if you tell us anything about yourself or another person being hurt or at risk of being hurt, we might need to tell someone who can help.

We may share your personal data with:

- Organisations we need to share information with for safeguarding reasons
- Organisations we're legally obliged to share personal information with
- Local authorities, social services, law enforcement and emergency services

Data storage and customer relationships

We may store your personal data ourselves or through selected third parties such as Google Workspace. The data servers may be in the United Kingdom, EU or elsewhere.

We use Google tools such as Gmail and Google Workspace to manage our customer relationships. Their terms and conditions are:

<https://policies.google.com/privacy>

<https://policies.google.com/terms>

How long we keep information

We have your safety and privacy in mind and your personal data will not be kept for longer than needed. We keep data for a minimum of 6 years and then anonymise this data.

We're legally required to keep some personal data to meet legal obligations and we may be asked to keep records for longer periods or be told that legally we must not delete some records.

For safeguarding cases, we will keep your personal information until you are aged 25, or 10 years after the date of the allegation, whichever is longer.

Your rights

Under General Data Protection Regulation (GDPR), a European law which protects the privacy of individuals, you also have the following rights:

- the right to be informed about the collection and use of your personal data – this is called 'right to be informed'
- the right to ask us for copies of your personal information we have about you – this is called 'right of access'. This is also known as a subject access request (SAR), data subject access request (DSAR) or right of access request (RAR)
- the right to ask us to change any information you think is not accurate or complete – this is called 'right to rectification'
- the right to ask us to stop using your information – this is called 'right to restriction of processing'

- the 'right to object to processing' of your information, in certain circumstances
- the right to erasure (sometimes known as the right to be forgotten): If you withdraw consent, you have the right to request us to delete the personal data we hold for you
- the right to [complain to the Information Commissioner](#) if you feel we have not used your information in the right way

There are legitimate reasons why we may refuse your information rights request, which depend on why we are processing it.

Complaints

If you consider that the personal data we hold for you has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

The Information Commissioner can be contacted:

By email: casework@ico.org.uk

By phone: 0303 123 1113

By post: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Changes to our Privacy Policy

Any changes to the policy will be placed on this web page.
This policy was last updated on the 01 October 2024

How to contact us

Please contact us if you have any question(s) about our privacy policy or information we hold on you:

By email to: hello@sisterhoodearlymotherloss.co.uk