

Privacy Notice – Chance UK

At Chance UK, we are committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, and safeguard your information in compliance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Who We Are

Chance UK is a registered charity working to support children and families across London. Registered charity number 1046947 - Company limited by guarantee in England and Wales (company no. 03057840)

If you have any questions about this Privacy Notice, please contact us:

Registered Address: 69 Old St, London EC1V 9HX.

Email: admin@chanceuk.com

Telephone: 02072815858

What Data We Collect

We may collect the following personal data:

1. Personal Data

- **Children and Families:** Name, date of birth, contact information, school details, and relevant health or social care information.
- **Supporters and Donors:** Name, contact details, and payment information.

2. Special Category Data

For specific purposes, we may collect health information or other sensitive data with your explicit consent.

3. Website Data

IP address, browser type, and information collected via cookies.

How We Collect Your Data

We collect your personal data:

- Directly from you (e.g., through forms, emails, or phone calls).
- Through third-party referrals (e.g., schools or social workers).

- Via our website (e.g., referral forms, donation link, contact forms or cookies).

Why We Use Your Data

We collect and process personal data for the following purposes:

1. **Service Delivery:** To provide mentoring, support, and other services to children and families.
2. **Communication:** To respond to enquiries or provide updates on our services and campaigns.
3. **Fundraising and Donations:** To process donations and maintain donor records.
4. **Legal and Safeguarding Obligations:** To ensure the safety and welfare of children in line with safeguarding policies.

Legal Bases for Processing

We process personal data under one or more of the following legal bases:

- **Consent:** When you have provided explicit permission.
- **Contractual:** To fulfil a contract or agreement with you.
- **Legal Obligation:** To comply with applicable laws, including safeguarding requirements.
- **Legitimate Interests:** For purposes such as improving our services, unless these are overridden by your rights.

How We Share Your Data

We may share your data with:

- **Partner Organisations:** Schools, social care professionals, or other support agencies with your consent.
- **Service Providers:** Organisations that help us process data or provide services (e.g., IT support or payment processors).
- **Legal Authorities:** Where required by law or to protect the safety of children.

We never sell or trade your personal data.

Data Security

We take appropriate technical and organisational measures to protect your data against unauthorised access, alteration, disclosure, or destruction.

How Long We Keep Your Data

We retain your data only for as long as necessary for the purposes outlined in this Privacy Notice and in accordance with legal requirements. Retention periods vary depending on the type of data and purpose of collection.

Your Rights

You have the following rights regarding your personal data:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request correction of inaccurate or incomplete data.
- **Erasure:** Request deletion of your data in certain circumstances.
- **Restriction:** Request a limitation on the processing of your data.
- **Objection:** Object to the processing of your data for specific purposes.
- **Data Portability:** Request transfer of your data to another organisation.

To exercise your rights, contact us at admin@chanceuk.com. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** if you believe your data has been mishandled.

Changes to This Privacy Notice

We may update this Privacy Notice from time to time. Any changes will be published on our website and, where appropriate, communicated directly to you.

Thank you for trusting Chance UK with your personal data. We are committed to using it responsibly and transparently.