Privacy Notice

Policy Owner	Simply Communities CIC Board of Directors
Contact	info@simplycommunities.org.uk
Applies To	All visitors to the website and all individuals who engage with our programmes, services, activities, events and communications
Version	1.0 | 2026
Review Date	November 2029

1. Introduction

Simply Communities CIC is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store, share and protect your personal information when you use our website, participate in our programmes, attend our

events, engage with our services, subscribe to our communications, volunteer with us, or otherwise interact with us.

We are committed to processing personal information fairly, lawfully and transparently in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection legislation.

2. Who We Are

Simply Communities CIC is a Community Interest Company dedicated to supporting community wellbeing, inclusion, personal growth, leadership development, learning, social connection and positive social impact.

Contact Details

Simply Communities CIC

Email: **info@simplycommunities.org.uk**
Website: **www.simplycommunities.org.uk**

If you have any questions about this Privacy Notice or how your information is handled, please contact us using the details above.

3. Information We Collect

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

Personal Information

- Name
- Email address
- Telephone number
- Postal address
- Date of birth (where required)
- Emergency contact details
- Organisation name
- Job title

Participation and Service Information

- Event registrations
- Workshop and programme bookings

- Volunteer applications
- Membership registrations
- Course enrolments
- Training records
- Survey responses
- Feedback forms
- Competition entries
- Grant or funding applications
- General enquiries and correspondence

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Website usage information
- Pages visited
- Date and time of website visits
- Essential cookie data

Equality Monitoring Information

Where appropriate and voluntary, we may collect information relating to:

- Age
- Disability
- Ethnicity
- Gender
- Religion or belief
- Sexual orientation

This information helps us improve accessibility, measure impact, promote inclusion and meet funding or reporting requirements.

4. Special Category Information

In certain circumstances, we may collect and process special category personal data where necessary to:

- Deliver wellbeing and support services
- Make reasonable adjustments
- Promote equality, diversity and inclusion
- Meet safeguarding responsibilities
- Support programme participation
- Comply with legal obligations

This may include information about:

- Health and wellbeing
- Disabilities or access requirements
- Ethnicity
- Religious beliefs
- Other sensitive information voluntarily disclosed

Such information will only be processed where there is a lawful basis and appropriate safeguards are in place.

5. Safeguarding Information

As part of our safeguarding responsibilities, we may collect and process information relating to:

- Safeguarding concerns
- Welfare concerns
- Incident reports
- Risk assessments
- Support needs
- Referrals to relevant agencies

This information is processed only where necessary to protect individuals from harm and fulfil our safeguarding obligations.

6. How We Collect Information

We may collect information when you:

- Visit our website
- Complete an online form
- Subscribe to our newsletter
- Register for an event or programme

- Join a membership community
- Enrol on an online course
- Apply to volunteer
- Request information
- Complete surveys or evaluations
- Contact us by email, telephone or social media
- Participate in consultations, workshops or meetings

We may also receive information from trusted partner organisations where it is lawful and appropriate to do so.

7. How We Use Your Information

We may use your information to:

- Deliver services, programmes and activities
- Manage registrations and bookings
- Communicate with participants and stakeholders
- Respond to enquiries and requests
- Deliver online learning and training
- Manage memberships and communities
- Process volunteer applications
- Monitor attendance and participation
- Evaluate, improve and develop our services
- Measure outcomes and social impact
- Meet funding, reporting and compliance requirements
- Fulfil safeguarding responsibilities
- Comply with legal obligations
- Maintain organisational records

We will only use your information for legitimate purposes and in accordance with applicable law.

8. Lawful Bases for Processing

We process personal information under one or more of the following lawful bases:

Consent

Where you have given us permission to use your personal information.

Contract

Where processing is necessary to deliver a service, programme, course, event or agreement.

Legal Obligation

Where we are required to process information to comply with a legal requirement.

Legitimate Interests

Where processing is necessary for the effective operation, administration and development of Simply Communities CIC and does not override your rights and freedoms.

Vital Interests

Where processing is necessary to protect the life, health or safety of an individual.

Public Interest

Where processing supports activities that benefit communities and the public.

9. Marketing Communications

We may send information about:

- Community activities
- Events and workshops
- Learning opportunities
- Courses and programmes
- Funding opportunities
- Newsletters
- Organisational updates
- Free resources and publications

You may unsubscribe from marketing communications at any time by:

- Clicking the unsubscribe link in our emails
- Contacting us directly

We will never sell your personal information to third parties for marketing purposes.

10. Sharing Your Information

We do not sell or rent personal information.

We may share information where necessary and lawful to do so with:

- Funders and commissioners
- Delivery partners
- Professional advisers
- Auditors
- Regulators
- Safeguarding agencies
- Emergency services
- Law enforcement agencies
- Government departments
- Organisations involved in delivering programmes or services on our behalf

Any information shared will be limited to what is necessary for the intended purpose.

11. Third-Party Service Providers

To support the delivery of our services, programmes, communications, learning activities and organisational operations, we may use trusted third-party providers to process personal information on our behalf.

These providers may include:

- Microsoft 365
- Microsoft Teams
- Microsoft Forms
- Outlook
- OneDrive
- Google Workspace
- Google Forms
- Zoom
- Canva
- Kit (formerly ConvertKit)
- FluentCRM
- Tutor LMS
- Stripe

- PayPal
- Eventbrite
- WhatsApp
- LinkedIn
- Facebook
- Instagram
- YouTube

These providers may process personal information for purposes including:

- Managing event registrations and bookings
- Delivering online courses and learning programmes
- Managing learner accounts and training records
- Sending newsletters, updates and marketing communications
- Managing customer and participant relationships
- Processing payments and donations
- Delivering webinars and online meetings
- Collecting forms, surveys and feedback
- Supporting website functionality
- Storing documents and organisational records
- Monitoring and improving our services

We require all third-party providers acting on our behalf to implement appropriate security measures and to process personal information in accordance with applicable data protection legislation.

12. International Transfers

Some third-party providers may store or process personal information outside the United Kingdom.

Where international transfers occur, Simply Communities CIC will ensure that appropriate safeguards are in place and that personal information is protected in accordance with UK data protection legislation.

13. Data Security

We take appropriate technical and organisational measures to protect personal information from:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure
- Destruction

Security measures may include secure cloud storage, password protection, access controls, staff training and organisational procedures designed to protect personal information.

Access to personal information is restricted to authorised individuals who require the information for legitimate organisational purposes.

14. Data Retention

We retain personal information only for as long as necessary to fulfil the purpose for which it was collected, including:

- Delivering services
- Meeting funding requirements
- Safeguarding responsibilities
- Financial reporting
- Legal obligations
- Organisational record keeping

When information is no longer required, it will be securely deleted, anonymised or destroyed.

15. Your Rights

Under UK data protection legislation, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of personal information in certain circumstances
- Request restriction of processing
- Object to processing
- Request transfer of your information

- Withdraw consent where consent is relied upon as the lawful basis for processing

To exercise any of these rights, please contact us using the contact details provided in this Privacy Notice.

16. Cookies and Website Analytics

Our website uses only essential cookies and similar technologies, which are needed to:

- Enable core website functionality
- Support website security

These cookies are strictly necessary and do not require consent. We do not use analytics, advertising or tracking cookies.

You can manage or delete cookies through your browser settings, although blocking essential cookies may affect how the website works.

17. Children's Information

Our services are primarily designed for adults. Where activities involve children, young people or families, appropriate consent, safeguarding measures and data protection arrangements will be applied in accordance with legal requirements.

18. External Links

Our website may contain links to external websites operated by third parties.

Simply Communities CIC is not responsible for the privacy practices, content or security of external websites. We encourage users to review the privacy notices of any websites they visit.

19. Complaints

If you have concerns about how we handle your personal information, please contact us in the first instance so we can seek to resolve the matter.

You also have the right to lodge a complaint with:

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: https://ico.org.uk
Telephone: 0303 123 1113

20. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, organisational practices, technology or the services we provide.

The most recent version will always be available on our website.

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