



CHOICES' PRIVACY NOTICE

Choices values everyone we work with – be that a supporter, a client, an interested party or a visitor to our website. Our aim and commitment is to safeguard your privacy whilst providing a personalised and valuable service. This privacy notice applies to all services including those online, it explains how and why we collect and manage personal data as well as what your rights are.

Please get in touch via info@choicesislington.org if your personal information changes or you want to ask any questions regarding this notice.

Who are we?

Choices is a charity that supports women and families facing pregnancy crises.

Contact details:

Name: Choices Islington

Address: Choices, 390 Caledonian road, Islington, N1 1DN

Email: Info@choicesislington.org

Phone number: 0207 700 4475

Our Information Commission registration number: **Z3657685**

Choices acts as a 'data controller' for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation 2016 ("Data Protection Law"). This means that we accept responsibility for the processing of your personal information and will comply with the principles of these acts, namely that the personal data Choices holds will be obtained fairly and lawfully.

How do we collect information about you?

We collect and process information from you in a number of ways to ensure that we can help those needing support around their pregnancy to the best of our ability. We only collect data that is necessary to provide you with relevant services and we collect it in the following ways;

- **When you directly contact us:** Such as when you enquire about our services, register for a course, make a donation, complete a survey, apply for a job/volunteering position or provide your personal data in any other way.

- **When you visit our website:** We collect general information about which pages were accessed to help us provide the most relevant service to you. We may also track when you click links from emails that are sent out from us.
- **When you interact with us through partners or through third parties:** This could include donations provided through organisations such as Virgin Media Giving.

What information do we record?

The information we require from you may include;

- **Personal information:** which will usually include your contact and demographic details i.e. first name, family name or surname, email address, postal address, telephone numbers, date of birth)
- Or **special category data (sensitive personal information)** including gender, ethnicity, marital status, religious/cultural beliefs, physical/mental health condition, sexuality, offences (including alleged offences) and financial information (including gift aid or bank account details if you are donating).

Data protection law recognises that some levels of personal information are more sensitive than others, special category data defines information about a person's health, race, ethnic origin, political beliefs, sexual orientation or religious beliefs. We may use this information to tailor our service to you in ways that are most relevant to you. Choices is committed to treating this information with special care and confidence in accordance with this Privacy Notice.

What do we use it for?

We may also use some of the information you provide us with for other reasons, such as:

- To help us plan services for the future
- For maintaining records
- To respond to any enquiries you make
- To administer any events in which you participate or wish to participate in
- To create an individual profile for you so that we can understand and respect your preferences
- To contact you about Choices events, offers and opportunities available from Choices by post, online or phone (where you have indicated you are happy to hear about these)
- To account for our decisions and investigate complaints
- To meet our statutory obligations, e.g. visits by our own regulators

- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which requires us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donation
- To identify and protect those at risk of harm
- To ensure the accuracy of our records
- To prevent and detect crime
- To protect you and other people

Data security and Retention

We recognise that the information you provide may be sensitive and we will respect your confidentiality. This means we store it securely and control who has access to it. We will not share any information where we are not legally required to do so.

We will only share such information as necessary and where we are satisfied that the other organisation is entitled to receive it and will keep your information secure.

Your data will be stored securely only for as long as the data is needed for in accordance with the Article 89(1) of the Data Protection Act 2018.

Online security

Any personal information such as name, postal address, telephone number, and email address given via the website will only be used to provide a requested service and will not be disclosed to any other third party without your prior permission or unless we are required to do so by law.

By using Choices' website, you consent to the collection and use of information by Choices in accordance with our [Privacy Policy](#). If you do not agree to this policy, please do not use our site.

Data Subject Access Request

You have several legal rights when it comes to your data. You have the right to request access, correction or deletion of your information, you can also object or request restrictions on the processing of your data, or you may request that it be transferred to a third party (dependent on the discretion of Choices).

Corrections and concerns

If you believe that information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve those concerns.

If you wish to have your personal information deleted, please let us know and we will take reasonable steps to delete it (unless we need to keep it for legal, auditing or internal risk management reasons).

If Choices becomes aware of any ongoing concerns or problems concerning our privacy practices, we will take these issues seriously and work to address these concerns.

You have the right to complain to the Information Commissioner's Office (ICO) if you think there is a problem with how your data is being handled. www.ico.org.uk/concerns

This privacy notice was updated in April 2023.