

Self Help UK Privacy Statement

Effective Date: January 6, 2025

Self Help UK ("we," "us," "our") values your privacy and is committed to protecting your personal data. This Privacy Statement outlines how we collect, use, store, and protect your information in compliance with the UK General Data Protection Regulation (UK GDPR) and other applicable laws.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

- Name, address, email, and phone number.
- Date of birth and gender.
- Identification documents where required for legal compliance.

b. Sensitive Information

- Health data and support needs, only where necessary and with your explicit consent.

c. Usage Data

- Details about your interactions with our website, services, and communications.
- Device and browsing data such as IP address, browser type, and operating system.

2. How We Use Your Information

We use your personal data to:

- Provide and improve our services.
- Communicate with you about our activities, events, and support opportunities.
- Comply with legal obligations.
- Analyse usage patterns to enhance our website and services.

3. Legal Basis for Processing

We process your data under the following legal bases:

- **Consent:** When you provide explicit consent for specific activities.



- **Contractual necessity:** To fulfil our contractual obligations.
- **Legal obligation:** For compliance with legal and regulatory requirements.
- **Legitimate interests:** For purposes such as improving our services and ensuring security.

4. How We Share Your Information

We do not sell your personal data. However, we may share it with:

- Service providers and partners who assist in delivering our services.
- Regulatory bodies or law enforcement agencies where required by law.
- Third parties with your explicit consent.

5. Data Retention

We retain your data only for as long as necessary to fulfil the purposes outlined in this statement, comply with legal obligations, resolve disputes, and enforce agreements.

6. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your data (right to be forgotten).
- Object to or restrict the processing of your data.
- Withdraw consent where processing is based on consent.
- Data portability, allowing you to transfer your data to another organisation.

To exercise your rights, please contact us at admin@selfhelp.org.uk or write to us at Self Help UK, 21-23 Pelham Road, Nottingham, NG5 1AP.

7. Security Measures

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

8. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your browsing experience. For more information, please see our **Cookie Policy**.



9. Updates to This Privacy Statement

We may update this Privacy Statement from time to time. Any changes will be posted on our website with a revised effective date.

10. Contact Us

If you have questions about this Privacy Statement or our data practices, please contact:

Data Protection Officer

Self Help UK, 21-23 Pelham Road, Nottingham, NG5 1AP

admin@selfhelp.org.uk

+44 (0)115 911 1661

