

PRIVACY NOTICE (POLICY)

This is a Privacy Notice of One YMCA Limited and includes Early Childhood Partnership, Signpost CIO and subsidiary charities and projects.

This Privacy Notice informs you who we are, how we collect, use, secure and share personal information collected by us when you visit our website(s), enquire about or receive services* from us, send to, or receive from us, communications, make a donation, register for, or attend our events, or visit our offices and through any other Interactions we have with you. This Privacy Notice also informs you how you can exercise your rights.

*By 'services' we mean:

- [Support & Advice](#)
- [Family Work](#)
- [Training & Education](#)
- [Housing](#)
- [Health & Wellbeing](#)
- [Woodlands Cafe](#)

One YMCA Limited ('One YMCA', 'we', 'us', and 'our') is committed to respecting and protecting the privacy of individuals and to fully complying with all the requirements of the UK GDPR and all other applicable data protection laws and regulations.

If you have any questions or concerns about our use of your personal information, please contact us using the contact details provided elsewhere in this Privacy Notice.

Data Protection Officer

We have appointed a Data Protection Officer (DPO). If you wish to contact our DPO you can do so via: data.protection@oneymca.org.

This Privacy Notice applies to all our data subjects (an individual about whom we hold personal information) except Job Applicants/Candidate and our employees.

- If you are providing personal information to us as an employee, please see our Employee/HR Privacy Notice.
- If you are providing personal information to us as part of our recruitment process for employment, please see our Job Applicants Privacy Notice.

What is personal information?

Personal information is anything that enables you to be identified or identifiable. Personal information is also called "personal data". We collectively refer to handling, collecting, protecting, storing or otherwise using your personal information as 'processing'.

If you fail to provide personal information

Where we need to collect personal information by law, or under the terms of a contract we have with you and you fail to provide that information when requested, we may not be able to perform the contract we have or are trying to enter into with you, or provide you with goods or services you have requested.

Collecting (obtaining) your Personal Information

Most of the personal information we process is provided to us directly by you, for example for one or more of the following reasons:

- You have made an enquiry or information request to us.
- You have applied to receive, or are receiving, services from us.
- You have applied to, or are receiving, accommodation from us.
- You have been referred to us for accommodation or services by another provider
- You have requested to attend or have attended our events.
- You have subscribed to our e-newsletter(s).
- You have visited our website(s) or used app(s) or platform and consented to our use of cookies or similar technologies.
- You have provided a business card or other contact information.
- You have donated to us or fundraised for us.

We may also obtain your personal information indirectly, such as from:

- Public registers/records.
- Websites.
- Social media.
- Lead generation providers.
- Data brokers.
- Using CCTV or other monitoring devices.
- When your contact details are given to us as a referee or for use in an emergency.
- When your information is shared with us by other organisations such as local authorities, public sector commissioners, other charities (or not for profit entities), family/parents/guardians who are seeking access for you to our services.
- When your information is shared with us by other organisations such as fundraising sites like Just Giving if you are fundraising for us.

The personal information we collect about you

We may collect and otherwise process different kinds of personal data about you which we have grouped together as follows:

- **Contact Data** includes postal and email address and telephone numbers.
- **Identity Data** includes names and similar identifiers, marital status, title, date of birth and gender.
- **Financial Data** includes bank account and payment card details.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our partners and your communication preferences.
- **Transaction Data** includes details about payments to and from you and other details of services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website and services.
- **Usage Data** includes information about how you use our services and website.

Lawful Bases (legal grounds) for Processing Personal Information

Our legal basis for collecting and using your personal information will depend on the personal information concerned and the specific context in which we collect it.

We will normally collect personal data from you on one or more of the following lawful bases:

- **Consent:** We may process your personal information after you have consented (agreed) to us doing so. Your consent may have been obtained by us, or by third parties on our behalf. You have the right to withdraw your consent at any time.
- **Contract:** We may process your personal information when we need to deliver a contractual service to you or because you have asked us to do something before entering into a contract (e.g., provide a quote).
- **Legal obligation:** We may process your personal information when we need to comply with a legal obligation.
- **Legitimate interest:** We may process your personal information when we need to for our or another's legitimate interests, where these interests are not overridden by your rights.

Purpose(s) for Processing Personal Information

We have set out below a description of all the ways we plan to use your personal information, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Please note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground(s) we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing
To register a new customer	• Contact • Identity	• Contract
To deliver a service	• Contact • Identity • Financial • Transaction • Marketing and Communications	• Contract • Legitimate interest (to deliver and develop our services)
To manage our customer and business relationships	• Contact • Identity • Marketing and Communications	• Contract • Legal obligation • Legitimate interest (to keep our records updated and to study how customers and partners use our services)
To provide marketing materials	• Contact • Identity • Usage	• Consent • Legitimate interest (to provide customers and

	Marketing and Communications	contacts with information about our products/goods/services)
To administer and manage our website	- Contact - Identity - Technical	Legitimate interest (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)
To ensure you are able to attend an event.	- Contact - Identity - Marketing and Communications	- Consent - Contract - Legitimate interest (to promote and develop our products/goods/services and grow our business)
To develop our businesses and services	- Contact Data - Identity Data - Financial Data - Marketing and Communications Data - Transaction Data - Technical Data - Usage Data	Legitimate interests (to develop our services and grow our business)
For the safety and security of our staff, visitors and others.	- Contact Data - Identity Data	Legitimate interests (to protect and keep safe develop our staff, visitors and other individuals that we have a responsibility for)
To comply with our legal obligations	- Contact Data - Identity Data - Financial Data - Marketing and Communications Data - Transaction Data - Technical Data - Usage Data	Legal obligation
When processing donations	- Contact Data - Identity Data - Financial Data	- Consent - Legitimate interest (to promote and develop our

	• Marketing and Communications Data • Transaction Data • Technical Data • Usage Data	products/goods/services and grow our business)
When organising volunteering activities.	• Contact Data • Identity Data	• Consent • Legitimate interest (to promote and develop our products/goods/services and grow our business)

Using your Personal Information for Marketing Purposes

We will only use your personal information for marketing purposes in accordance with applicable legal requirements.

This means that if you are a consumer customer, we will only provide you with marketing materials if you have given us your prior consent (subscribed), unless we can rely of the 'soft opt-in'.

If you choose to unsubscribe:

- we may continue to use your data for marketing purposes for up to 6 months from when you terminate (end) your subscription with us, unless before that time you withdraw your consent for us to use your data for marketing purposes.
- we may retain some of your personal information to identify you, so that we can continue to honour your request and ensure that we do not continue to provide you with marketing materials.

We will not share your information with any third parties for the purposes of direct marketing.

Sharing your Personal Information

Personal information obtained by One YMCA, Early Childhood Partnership and Signpost CIO may be shared between them.

We may share your personal information with third parties (other organisations or individuals) for:

- The purpose(s) for which the information was submitted.
- The purposes listed above.
- The administration and maintenance of our website(s).
- Other internal or administrative purposes.
- Partner charities or organisations who are assisting with the delivery of our services.
- As agreed between us.

We share personal information with third parties that act as data processors to provide elements of our service by processing personal information on our instructions (see '**Data Processors**' below).

We may share your personal information with third parties in connection with our corporate transactions, (e.g., mergers and/or acquisitions), as a result of which your personal information may be assigned to a third party.

We may share your personal information with third parties that act as data controllers to provide elements of our service by processing personal information for their own purposes, including local authorities ('Data Controller').

In the circumstances, particularly where a resident is evicted, Hertfordshire County Council act as the Data Controller collecting identity information, contact details and case-related information for their Eviction Portal. For further information, you can read the Privacy Notice at

<https://www.hertfordshire.gov.uk/about-the-council/legal/data-protection>

We may share your personal information with law enforcement, regulatory and other government agencies and professional bodies, as required by and/or in accordance with applicable law or regulation.

In some circumstances we are legally obliged to share information. For example, under a court order.

It is our policy to only share your personal information with third parties that are legally or contractually bound to protect your personal information to the same standards as we are, and that will flow those same standards to their subcontractors.

In any scenario, we'll satisfy ourselves that we have a lawful basis on which to share your personal information.

We will not sell your personal information to any third party.

Data processors

Where we use data processors, we have contracts in place with them to ensure that they cannot do anything with personal information we have shared with them unless we have instructed them to do it. They will hold it securely and retain it for the period we instruct them to.

These data processors may use sub-contractors (known as sub-processors) that have access to your personal data. If they do, they are required to have contracts in place with those sub-processors to ensure that they cannot do anything with personal information shared with them beyond what we have instructed our data processors to do with it.

The data processors which we mainly and routinely use* are:

-
- We use **Hays Macintyre** based in the UK for external audits. [Here is a link to its Privacy Notice](#)
- We use **Beever & Struthers** based in the UK for internal audits. [Here is a link to its Privacy Notice](#)
- We use **Microsoft Azure** based in the UK to provide cloud-based website hosting and file storage. [Here is a link to its Privacy Notice](#)
- We use **Ricoh** based in the UK for remote printing solutions. [Here is a link to its Privacy Notice](#)
- We use **Egress** based in the UK for email security. [Here is a link to its Privacy Notice](#)
- We use **Exclaimer** based in the UK for email processing and formatting. [Here is a link to its Privacy Notice](#)
- We use **Uplands Onetelco** based in the UK for managed mobile solutions. [Here is a link to its Privacy Notice](#)

- We use **O2** based in the UK as our mobile phone carrier for work mobiles. [Here is a link to its Privacy Notice](#)
-

*The above list identifies those data processors that we routinely use. It does not identify each and every data processor we use.

Transfers of your personal information to outside the UK.

We will not transfer your personal information outside of the UK.

*This does not mean that your personal data will definitely be transferred to any of these countries.

Retention (Storage) of Personal Information

We will retain your personal information only for as long as we need it for the purpose(s) for which it was collected, or as required to do so by law.

To determine the appropriate retention period for your personal information, we consider the amount, nature, and sensitivity of it, the potential risk of harm from unauthorised use or disclosure of it, the purposes for which we process it and whether we can achieve those purposes through other means, as well as applicable legal requirements. For further information please refer to our Data Retention Schedule.

Your data protection rights

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- **Your right of access:** You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process. [You can read more about this right here.](#)
- **Your right to rectification:** You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies. [You can read more about this right here.](#)
- **Your right to erasure:** You have the right to ask us to erase your personal information in certain circumstances. [You can read more about this right here.](#)

- **Your right to restriction of processing:** You have the right to ask us to restrict the processing of your information in certain circumstances. [You can read more about this right here.](#)
- **Your right to object to processing:** You have the right to object to processing if we are able to process your information because the process forms part of our public tasks or is in our legitimate interests. [You can read more about this right here.](#)
- **Your right to data portability:** This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated. [You can read more about this right here.](#)
- **Right to make a complaint to us** – You have the right to raise concerns directly with us about the way your personal information has been processed.

You are not required to pay any charge for exercising your rights. We have one month to respond to you.

If you wish to exercise any of your rights, please contact us.

Security

We use appropriate technical and organisational measures to protect the personal data that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal data. Please be aware that, we cannot guarantee the security of all personal information transmitted to or by us.

Automated Decision Making

We will not use your personal information for automated decision making or profiling

Children's personal information

We provide services directly to children. We understand the importance of protecting children's privacy. Where appropriate we will ask for consent from a parent or guardian to collect information from children under 13.

Where children are enrolled in any of our services, appropriate personal information will be collected, taking into account what is needed to deliver the service(s). This will include fulfilling any obligations placed on us by commissioned contracts from local/public authorities. (Please be aware that in many commissioned services, we are acting on behalf of a local/public authority in pursuance of their statutory obligation to facilitate service delivery.

Visiting our premises

When you visit our premises you may be asked to provide your name and other personal information for security and safety reasons.

CCTV

Closed-circuit television (CCTV) operates at our premises for security and safety reasons. The lawful basis we rely on to process your personal data is article 6(1)(f) of the UK GDPR, which allows us to process personal data when its necessary for the purposes of our legitimate interests.

Wi Fi

We provide Wi-Fi on site for the use of visitors. We'll provide you with the address and password. We record the device address and will automatically allocate you an IP address whilst on site. We also log traffic information in the form of sites visited duration and date sent/received. The purpose for processing this information is to provide you with access to the internet whilst visiting our site. The lawful basis we rely on to process your personal data is article 6(1)(f) of the UK GDPR, which allows us to process personal data when its necessary for the purposes of our legitimate interests.

Attending an event of ours

If you wish to attend one of our events, you will be asked to provide your contact information including your organisation's name and, if offered a place, information about any dietary requirements or access provisions you may need. We may also ask for payment if there is a charge to attend.

We use this information to facilitate the event and provide you with an acceptable service. We also need this information so we can respond to you.

Our purpose for collecting this information is so we can facilitate the event and provide you with an acceptable service. The lawful basis we rely on for processing your personal data is your consent under article 6(1)(a) of the UK GDPR. When we collect any information about dietary or access requirements, we also need your consent (under article 9(2)(a)) as this type of information is classed as special category data.

Links to other websites

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

Our contact details

We can be contacted as follows:

- Email: data.protection@oneymca.org
- Post: Data Protection Team, Hatfield Hostel, Comet Way, AL10 9NG

Cookies

We use a cookies tool on our website to gain consent for the optional cookies we use. Cookies that are necessary for functionality, security and accessibility are set and are not deleted by the tool. For information about the cookies and any other similar technologies we use, please see our [cookies policy](#).

Your right to complain

You have the right to make a complaint to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). However, before doing so please make sure you have first made your complaint to us or asked us for clarification if there is something you do not understand. The ICO will expect you to have done this before reviewing your complaint.

To make a complaint, you must:

Contact us using the details above, and provide:

- Your name and contact details;
- A description of your complaint;
- Any relevant dates, correspondence or supporting information.

We will acknowledge receipt of your complaint and investigate the matters raised. Once our investigation is complete, we will provide you with a formal outcome. As we operate with a small internal team, we are unable to provide estimated response times; however, you may contact us at any time for an update on the progress of your complaint.

If you remain dissatisfied, you can make a complaint about the way we process your personal information to the Information Commissioner's office (ICO), the UK supervisory authority (data protection regulator). Please follow [this link](#) to see how to do that.

Updating

We may update this Privacy notice at any time by publishing an updated version here. So that you know when we make changes, we will amend the revision date at the bottom of this page. The new modified or amended privacy policy will apply from that revision date.

Last updated	Next review:	Changes:
February 2025	February 2026	Initial updates
January 2026	January 2027	Routine review and policy update. HERTFORDSHIRE County Council Eviction Process
July 2026	July 2027	Updated in line with the Data (Use and Access) Act 2025