

RJ Community CIC: Privacy Policy (Website)

Statement of Intent

1. Who We Are

RJ Community CIC (“we”, “us”, “our”) is a Community Interest Company providing services, support, and activities for Deaf and Hard of Hearing people and the wider community.

We are committed to protecting your personal data and handling it responsibly.

Data Controller: RJ Community CIC

Contact Email: Hello@rj-cic.co.uk

Registered Address: The Kestrel, 1 Eastrea Hide, Whittlesey, PE7 2GY

2. Legal Framework

We process personal data in accordance with:

- UK GDPR
- Data Protection Act 2018
- Guidance from the Information Commissioner's Office (ICO)

3. What Information We Collect

We may collect and process:

a) Personal Information

- Name
- Contact details (email, phone number, address)
- Date of birth (where relevant)

b) Special Category Data

Where necessary and with consent:

- Communication needs (e.g. BSL user)
- Health or support needs

(This is handled with additional safeguards under UK GDPR.)

c) Service Use Information

- Attendance at sessions
- Referrals and support needs

Your community, your way

- Feedback and surveys

d) Website Data

- IP address
- Browser type
- Cookies (see Section 9)

4. How We Use Your Information

We use your data to:

- Deliver services and support
- Communicate with you
- Manage referrals
- Monitor and improve services
- Meet safeguarding responsibilities
- Comply with legal and funding requirements

5. Lawful Basis for Processing

We rely on the following lawful bases under UK GDPR:

- **Consent** – where you have given clear permission
- **Contract** – where processing is necessary to deliver a service
- **Legal obligation** – safeguarding or statutory duties
- **Legitimate interests** – running and improving our services

For special category data:

- Explicit consent
- Provision of health/social care support

6. Sharing Your Information

We will **only share your information where necessary**, including:

- Local authorities or commissioners
- Partner organisations involved in your support
- Safeguarding agencies where required
- IT and system providers (e.g. secure databases)

We **do not sell your data**.

7. Data Storage and Security

We ensure your data is:

- Stored securely (password protected systems)
- Accessed only by authorised individuals
- Protected through appropriate organisational and technical measures

Your community, your way

8. How Long We Keep Your Data

We retain personal data only as long as necessary, in line with:

- Legal requirements
- Funding conditions
- Safeguarding guidance

Typically:

- Service user records: up to 6 years after last contact

9. Cookies

Our website may use cookies to improve user experience.

You can:

- Accept or decline cookies via your browser
- Adjust your browser settings

10. Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Request correction
- Request deletion
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent at any time

To exercise your rights, contact us at: [insert email]

11. Complaints

If you are unhappy with how we handle your data, you can contact:

Information Commissioner's Office

Website: <https://www.ico.org.uk>

12. Updates to This Policy

We may update this policy periodically. The latest version will always be available on our website.