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# Privacy Notice

## Who we are:

We are User Voice, a registered charity. For the purposes of this notice, the term 'we' encompasses all those who work with the charity in any capacity.

## Our Contact Details:

If you have any questions about this Privacy Notice, please contact:

Data Protection Officer  
HR Team  
20 Newburn Street London, SE11 5PJ  
[hr@uservoice.org](mailto:hr@uservoice.org)

### 1. Privacy laws

The processing of your personal data is governed by the UK General Data Protection Regulations (GDPR), enacted by the Data Protection Act 2018. This notice is issued to satisfy the requirements of Article 13 UK GDPR (the requirement for transparency).

### 2. How we collect the personal data

Data might be collected through:

- Electronic, written or verbal correspondence with you;
- Meetings in person,
- With your consent, from organisations within the justice system;
- The Disclosure and Barring Service, or;
- Indirectly from sources such as public registers.

### 3. Providing your personal data

We will tell you if providing some personal data is optional, including if we ask for your consent to process it. In all other cases, we may need you to provide your personal data so we can provide services to you.

### 4. What we use your personal data for

Meeting the charitable purpose of User Voice:

- As defined by the Board of Trustees, the provision of rehabilitation support to Council Members

General purposes:

- As necessary for our own legitimate interests or those of other persons and organisations, subject to your rights and freedoms as a data subject;

- For good governance under any legal or regulatory governance relating to charities.

To comply with a legal obligation:

- When you exercise your rights under data protection law;
- For the establishment and defence of legal rights;
- For activities relating to the prevention, detection and investigation of crime;
- To investigate complaints, legal claims and data protection incidents.

## **5. The legal basis for processing**

In providing you with charitable services, we will process your personal data under Article 6 (1)(b) of the UK General Data Protection Regulations, on the legal basis that processing is necessary for the performance of a contract for the provision of our services, or in order to take steps at your request prior to entering into a contract, or in order to fulfil your instructions during the execution of that contract.

In addition, we may process your personal data on the following legal bases;

- Consent: where you give your consent for the processing – Article 6 (1)(a);
- Legal obligation: the processing is necessary for compliance with a legal obligation - Article 6 (1)(c);
- Vital interests: the processing is necessary to protect someone's life - Article 6 (1) (d);
- Public interest: the processing is necessary to perform a task in the public interest - Article 6(1)(e);
- Legitimate interests: the processing is necessary for an organisation's legitimate interests or the legitimate interests of a third-party - Article 6 (1) (f). In such cases, the legitimate interest of the processor will be balanced against the rights and freedoms of the data subject to ensure no detriment is caused to the latter.

Where we process special category data, we do so on the basis of your consent – Article 9(2)(a).

In addition, we may process your special category data on the following legal bases;

- Vital interests of the Data Subject – Article 9 (2) (c);
- Substantial public interest – Article 9 (2) (g);

## **6. Sharing your personal data**

In order for us to meet our charitable purpose and legal obligations, we may share your data with agencies within the justice system such as the Probation Service. We will inform you of such sharing where appropriate. We may also share your data with;

- Our legal and other professional advisors, including our auditors;
- Courts, to comply with legal requirements, and for the administration of justice;
- In an emergency or to otherwise protect your vital interests;

## **7. Retention of data**

We will retain your data for as long as it is required to meet our charitable purposes and legal obligations. Information may be held for longer periods where any of the following apply;

- We will retain your personal data as long as necessary to deal with any outstanding queries you may have;
- We will retain your personal data for as long as you might legally bring claims against us; and
- We will retain your personal data for as long as necessary to any meet legal and regulatory requirements and obligations pertaining at any given time.

## **8. Your rights under data protection law**

Your rights are, where applicable:

- The right to be informed about processing of your personal data;
- The right to have your personal data corrected if it is inaccurate and to have incomplete personal data completed;
- The right to object to processing of your personal data;
- The right to restrict processing of your personal data;
- The right to have your personal data erased (the "right to be forgotten");
- The right to request access to your personal data and information about how we process it;
- The right to move, copy or transfer your personal data ("data portability"); and
- Rights in relation to automated decision-making including profiling

You may exercise these rights by contacting us using the details given at the top of this Notice. You are not required to pay any charge for exercising your rights except where the request is excessive. If you make a request, we have one month to respond to you.

## **9. How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us using the details given at the top of this Notice.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data;

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>