

Durham Christian Partnership – Privacy Notice

Effective date: 04/03/26 **Last reviewed:** 04/03/26

1. Introduction

Durham Christian Partnership (charity no. 1077549) is committed to protecting and respecting your personal data. This privacy notice explains how and why we collect, use, store, share, and protect personal information across all aspects of our organisation including services we directly provide, referrals we receive, internal systems we use, and how we manage communications and records. ([Charity Register](#))

We are the *data controller* for your personal data and are responsible for compliance with data protection laws. We are registered with the Information Commissioner, and our registration details can be found at

<https://ico.org.uk/ESDWebPages/Entry/Z713169X>

2. Who this notice applies to

This privacy notice applies to individuals whose data we process, including:

- People who use or enquire about our services (e.g., foodbank users, money advice clients). (durhamcp.org.uk)
- Referrers and partner organisations.
- Volunteers, trustees, staff, and job applicants.
- Supporters, donors, event participants.
- Website visitors.

3. What personal data we collect

We may collect and process the following types of information:

3.1 Identity and Contact Data

- Name, address, date of birth, phone, email, and emergency contact details.
- Records of correspondence and communications.

3.2 Service-related Data

We collect personal and sensitive information when you interact with our services:

- Details needed for provision of support (e.g., debt levels, benefit status, foodbank requests). (durhamcp.org.uk)
- Referral information received from third parties such as Citizens Advice County Durham.
- Notes from meetings, assessments, case records.

3.3 Administrative Data

- Records for employment, volunteering, trusteeship, and safeguarding.
- Financial information for donations and purchases.

3.4 Technical and Usage Data

- Website usage data from analytics and cookies (see Section 10).

4. Systems and Tools Used

We process personal data using internal tools including but not limited to:

Microsoft 365 – for email, calendars, files, Teams communication, and directory-based information.

Breathe HR – for HR records, staff personal data, leave and absence management.

Mailerlite – for newsletters and supporter communications.

These systems are configured with appropriate access controls and encryption. Data stored within them is managed according to our retention and security policies.

5. Purposes and legal bases for processing

We rely on the following lawful bases:

Contract – Where processing is necessary to provide services to you.

Legitimate interests – For administrative support, communications, organisational improvement, security and internal record keeping.

Consent – For marketing communications, newsletters (you can withdraw consent at any time).

Legal obligation – For fulfilling legal duties (e.g., safeguarding, financial record-keeping).

Examples include:

- Delivering services such as food support and money advice.
- Communicating with you about services, events, and fundraising.
- Managing internal operations (HR, finance, compliance).
- Legal compliance (e.g., safeguarding, investigations, audits).

6. Sharing personal data

We may share personal data with:

- **Third-party service providers** (e.g., IT support, payment processors).
- **Partner organisations** where joint delivery is involved, for example referrals from Citizens Advice.
- **Regulatory authorities** or law enforcement where legally required.
- Insurers and professional advisors.

Financial transactions relating to our website and services are handled by our payment services providers, (see below). We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

You can find information about the payment services providers' privacy policies and practices at their websites.

Payment Services Providers:

CAF Bank (URL <https://www.cafonline.org/cafbank-privacy>)

Stripe (URL <https://stripe.com/gb/privacy>)

GoCardless (URL <https://gocardless.com/legal/privacy/>)

PayPal (URL <https://www.paypal.com/ie/webapps/mpp/ua/privacy-full>)

We do *not* sell personal data to third parties.

7. CCTV and Physical Security

We operate CCTV at our physical premises for the security of visitors, staff, and property. Recorded footage may contain personal data and is processed under legitimate interests for the prevention and detection of crime and ensuring safety.

Appropriate signs are displayed and footage is retained only for a limited period unless required for an ongoing incident.

8. Data retention

We retain personal information only as long as necessary. Please note our retention periods in the table below;

Data Category	Examples	Retention Period	Reason
Employee Records	Contracts, payroll, appraisals, leave records	6 years after termination	Limitation Act 1980, HR best practice
Volunteer Records	Applications, agreements, references	3 years after termination	Safeguarding and operational purposes
Beneficiary Data	Registration forms, referral forms, notes	2 years from last contact	Operational use, reassessment purposes
Health & Safety Records	Incident reports, risk assessments	3–6 years (depending on nature)	Legal requirements
Safeguarding Records	Concerns, disclosures, reports	75 years (or as advised)	In line with safeguarding best practices
Financial Records	Invoices, receipts, accounts	6 years	HMRC requirements
Food Stock & Distribution Records	Delivery logs, inventory, food expiry tracking	2 years	Audit and traceability
Donor Records	Gift aid forms, donation logs	6 years	HMRC and Charity Commission compliance
Email Communication	Staff and volunteer emails	2 years (review annually)	Operational and security review
CCTV Footage (if applicable)	Surveillance of premises	30 days (unless required longer)	Security & investigation purposes

9. Your rights

Under data protection law you have the following rights:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object
- Rights related to automated decision-making including profiling
- Right to complain

To exercise these rights contact us at office@durhamcp.org.uk or by post (see Section 12). For more information on your rights as a data subject visit <https://ico.org.uk/for-the-public/>

10. Cookies and online tracking

We use cookies and similar technologies on our website to:

- Improve functionality (essential cookies).

- Analyse usage for performance improvement.
- Store user preferences.

Cookies We Use

We use cookies to make our website work properly and, with your consent, to help us understand how it is used.

Cookie details

Cookie name	Purpose	Category	Duration
_ga	Helps us understand how visitors use our website by distinguishing unique users.	Analytics (non-essential)	2 years
_ga_89F6ZNL1EQ	Helps us understand how visitors interact with our website by storing and counting page views.	Analytics (non-essential)	2 years
_lscache_vary	Used to ensure the website displays correctly by storing information about user preferences.	Functional (essential)	2 days
hu-consent	Records whether you have given or withdrawn consent for cookies.	Strictly necessary	1 year

We do not set analytics cookies unless you have given your consent. You can withdraw or change your consent at any time by clicking on the  icon on the website.

You can manage or disable cookies via your browser settings. For more information visit <https://www.aboutcookies.org/how-to-manage-and-delete-cookies>

11. Security of your information

We use physical, technical, and organisational measures to safeguard personal data, including:

- Secure access controls on IT systems.
- Encryption on cloud services.
- Staff training on data protection and confidentiality.

12. Contact details

Durham Christian Partnership
 Unit 7-9 First Avenue
 Drum Industrial Estate
 Chester-Le-Street, County Durham, DH2 1AG
 Email: office@durhamcp.org.uk
 Phone: **0191 303 8623**

13. Changes to this notice

We may update this privacy notice from time to time. The latest version will be published on our website.