

Durham Christian Partnership – Privacy Notice

Effective date: 19/06/26 **Last reviewed:** 19/06/26

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 Data Protection Rights and Complaints

Under UK data protection law you have the following rights:

- Right to be informed.
- Right of access to your personal information.
- Right to rectification of inaccurate or incomplete information.
- Right to erasure in certain circumstances.
- Right to restrict processing.
- Right to data portability.
- Right to object to processing.
- Rights relating to automated decision-making and profiling.
- Right to withdraw consent where processing is based on consent.
- Right to lodge a complaint regarding how your personal information is handled.

Making a Data Protection Complaint

If you have concerns about how Durham Christian Partnership has collected, used, shared, retained or otherwise processed your personal information, you have the right to make a complaint directly to us.

Complaints can be submitted by:

Email: office@durhamcp.org.uk

Post:

Durham Christian Partnership
Unit 7-9 First Avenue
Drum Industrial Estate
Chester-le-Street
County Durham
DH2 1AG

When making a complaint, please provide sufficient information to allow us to investigate your concerns, including details of the issue and any relevant dates or correspondence.

How We Will Handle Your Complaint

We will:

- Acknowledge receipt of your complaint.
- Investigate the concerns raised.
- Respond without undue delay.
- Provide a substantive response within the timescales required by applicable data protection legislation.
- Explain any actions taken or reasons why we believe our processing complies with applicable law.

Where additional time is required due to the complexity of a complaint, we will explain the reasons for any extension and keep you informed of progress.

Escalating a Complaint

If you remain dissatisfied after receiving our response, you have the right to complain to the Information Commissioner's Office (ICO).

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

Telephone: 0303 123 1113

Website: Information Commissioner's Office (ICO) - <https://ico.org.uk/>

We encourage individuals to contact us first so that we can attempt to resolve concerns promptly.

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. Data Protection Lead

Durham Christian Partnership has appointed an individual responsible for overseeing compliance with data protection requirements and handling privacy-related enquiries and complaints.

For all privacy enquiries, rights requests or complaints, please contact:

Email: office@durhamcp.org.uk

Telephone: 0191 303 8623

Postal Address: As detailed above.

14. Changes to this notice

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