



Privacy Policy

Welcome to *I Have A Voice*. We care about your privacy and are committed to protecting your personal data. This policy explains what information we collect, why we collect it, and how we keep it safe.

1. What Information We Collect

We may collect:

- **Contact details** – like your name, email address, and phone number.
- **Demographic data** – such as age, gender, ethnicity, and postcode.
- **Participation data** – including events you attend, surveys you complete, and feedback you give.
- **Diversity, Equity & Inclusion (DEI) data** – optional demographic information to help us monitor and improve our commitment to inclusion.

2. How We Use Your Information

We use your data to:

- Keep in touch about events and opportunities.
- Improve our programmes and outreach.
- Monitor and evaluate our DEI efforts.
- Meet legal and regulatory requirements.

We never sell your data or use it for unrelated purposes.

3. Legal Basis for Processing

We process your data based on:

- Your **consent**, which you can withdraw at any time.
- Our **legitimate interests** in running and improving our work.
- **Legal obligations**, where applicable.

4. Data Sharing and Storage

Your data is stored securely and only accessed by authorised team members. We may share anonymised data with partners or funders to show impact, but we will never share identifiable information without your permission.



5. Data Retention

We keep personal data only as long as necessary, in line with UK GDPR and the Data Protection Act 2018:

- **Contact and engagement data** – kept for up to **3 years** after your last interaction.
- **Event participation records** – kept for **3–5 years** to assess impact.
- **DEI data** – kept indefinitely for anonymised analysis.
- **Youth data** – if you're under 18, we may keep consent forms until you turn 18, for safeguarding reasons.
- **Survey responses** – kept for **3 years**, unless anonymised.

We regularly review and delete data that's no longer needed.

6. Your Rights

You have the right to:

- Access your personal data.
- Ask us to correct or delete your data.
- Withdraw your consent at any time.
- Complain to the **Information Commissioner's Office (ICO)** if you're concerned about how we handle your data.

7. Cookies and Website Analytics

Our website may use cookies to improve your experience and collect anonymous usage data. You can manage cookie settings in your browser.

8. Changes to This Policy

We may update this policy from time to time. Any changes will be posted here with a new effective date.

9. Contact Us

If you have questions or concerns about your data, please contact us:

 **Email:** rebecca@ihaveavoice.org.uk