



Charity number 1162038

GENERAL DATA PROTECTION REGULATIONS (GDPR) POLICY

This policy will be reviewed annually by :-

The organisation is continuously developing policies and procedures to ensure it meets the requirements of the law, the registration authority and good practice. This policy will be reviewed every year or when guidance or legislation changes.

This policy was last review on:	May 2026
Next review date is:	May 2027
Reviewed by:	HR Consultant and Project Manager

General Overview

At Nechells POD, the safety of personal information is something that we take very seriously. We are committed to respecting and protecting your privacy.

This policy explains how we use, process and protect your personal information for the purpose of providing support to participants, suppliers, partners, training professionals, campaigning and taking an active role in safeguarding arrangements.

Who does this policy apply to?

This policy applies to all people accessing, volunteering or working at Nechells POD.

Employment Legislation

UK data protection is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This legislation controls how your personal information is used.

We have a responsibility to use personal data in line with strict rules known as 'data protection principles' unless an exemption applies. See ICO website.

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/exemptions/a-guide-to-the-data-protection-exemptions/>

We are responsible to ensure personal data is :-

- Used fairly, lawfully and transparently
- Used for specified, explicit purposes
- Used in a way that is adequate, relevant and limited to only what is necessary
- Accurate and where necessary, kept up to date
- Kept for no longer than is necessary



- Handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

There is stronger legal protection for more sensitive information such as :

Race, ethnic background, political opinions, religious beliefs, trade union membership, genetics, biometrics (where used for identification), health, sex life or orientations.

There are also separate safeguards for personal data relating to criminal convictions and offences.

We process personal data only when there is a lawful basis under GDPR including:

Consent:	When we have been given clear permission
Contract:	To perform a contract or take steps before entering one
Legal obligations:	To comply with the law
Legitimate interests:	For our legitimate business interests provided your rights are not overridden

Everyone has a responsible to protect personal information across the organisation.

The Information Commission Office defines personal data in the UK GDPR as:

“‘personal data’ means any information relating to an identified or identifiable natural person (‘data subject’);

an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person for the purposes of providing support to participants.

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/personal-information-what-is-it/what-is-personal-data/what-is-personal-data/>

Personal data refers to information that relates to an individual.

Nechells POD is the Data Controller of the personal data described in this policy.

Nechells POD is registered with the Information Commissioner’s Office (ICO) where required under applicable legislation. Our reference number is ZA369390.

Types of data we collect

- Participant Initial contact form: Name, contact details including email, phone number, address,
- Photo/video consent forms to consent to the use of your image by Nechells POD
- Employee information
- Professional contracts or Service Level Agreements



- Payment and billing information
- Website usage data (via cookies and analytics)
- Communication records including emails, chat logs, support requests

How we use personal data

We use your data to:

- Provide and manage our products and services
- Process orders and payments
- Communicate with you
- Improve our services and website
- Send marketing updates (only if you have consented)

Data Retention

Retention periods vary depending on the type of information and the purpose for which it was collected. We retain personal data only as long as necessary for the purpose it was collected or as required by law. Once it is no longer needed, we securely delete or anonymise it.

Data Sharing and Transfers

We do not sell personal data.

We may share data only with

- Trust service providers (e.g. payment processors, IT providers)
- Legal authorities if required by law

Your rights under GDPR

You have the following rights

Access:	Request a copy of your personal data
Rectification	Correct inaccurate or incomplete data
Erasure:	Request deletion (the right to be forgotten)
Restriction:	Limit how we process your data
Portability:	Receive your data in a usable format
Objection:	Object to certain types of processing including marketing
Withdrawn consent:	If processing is based on consent you can withdraw it any any time.

To exercise your right please contact us on: Nechells POD, 28 Oliver Street, Nechells B7 4NX, telephone 0121 681 2173.



Data Security

We use appropriate technical and organisation measure to protect personal data against loss, misuse, or unauthorised access. Measures include encryption, firewalls, secure servers and staff training.

Data Breach Notification

In the event of a data breach, we will:-

- Notify the relevant supervisory authority within 72 hours (if required)
- Inform affected individuals where there is a high risk to their rights and freedoms

Cookies and Website Tracking

Our website uses cookies and analytics tools to improve user experience. You can manage your cookie preferences through your browser settings.

Who do I approach if I have any queries about this policy?

Contact information

If you have any questions or complaints about this policy or how we handle your data please contact Collette Woodburn, Project Manager at Collette.woodburn@nechellspod.co.uk

If you believe we have not handled your data correctly you can contact the Information Commissioner's Office.