



Service User Privacy Notice

Fair Futures CIC collects and processes personal data relating to service users as part of our monitoring and reporting processes, as well as for health and safety. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

This notice states the basis on which we collect, use and disclose the personal data of service users and your rights in respect of this personal data.

As a service user at Fair Futures CIC, this notice aims to help you understand how Fair Futures CIC collects, holds and uses your personal data.

Under the GDPR, there are six data protection principles that Fair Futures CIC must comply with. These provide that the personal information we hold about you must be:

- Processed lawfully, fairly and in a transparent manner.
- Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to those purposes.
- Accurate and, where necessary, kept up to date.
- Kept in a form which permits your identification for no longer than is necessary for those purposes.
- Processed in a way that ensures appropriate security of the data.

Fair Futures CIC is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

What information does Fair Futures CIC collect and how?

Fair Futures CIC collects a range of information, including:

- your name and contact details, including email address and telephone number;
- details of your skills, experience, aspirations and interests;
- information about your level of English and progress in English, if you join one of our classes;
- information about your starting point and progress in the areas you are involved in at Fair Futures;
- whether or not you have a disability for which Fair Futures CIC needs to make reasonable adjustments to help you participate fully in activities;
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief; and
- information needed by organisations funding the learning or activity you participate in.

This information may be collected in a variety of ways. Data might be within completed registration forms, sent by a referring organisation or individual or collected through your participation in classes or activities.

We may also collect personal data about you from third parties, such as information shared by partner organisations in a project you are participating in. Data will be stored in a range of different places, including on your registration form, in our IT systems and our email system.

Fair Futures CIC will seek information from third parties only where this is required for fulfilling our legal responsibilities and we will inform you that we are doing so. The only exceptions to this are if you are participating in an activity which is part of a shared project with another organisation or you have been referred to Fair Futures by another organisation or professional and you have provided Fair Futures CIC with your permission to contact them about your participation.

Why does Fair Futures CIC process personal data?

Fair Futures CIC collects and processes your data for a number of purposes and where we have a legal basis to do so, as detailed below.

Fair Futures CIC has a legitimate interest in processing personal data during the registration process and for keeping records of these. Processing data from service users allows us to manage the groups and activities we run, assess a service user's suitability for a project, class or activity and to inform service users about further activities available at Fair Futures CIC. We may also need to process data from service users to respond to and defend against legal claims.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, for some funded projects, we are required to check participants' eligibility to take part in the project before participation starts. For work experience or volunteering opportunities with children and with vulnerable adults, we are required to check the participants' suitability to work with those groups, through criminal records checks.

Fair Futures CIC may process information about whether or not service users are disabled so we can make reasonable adjustments for those who have a disability. Where we process other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes. Our processing of these types of data will be carried out to ensure you or us can meet our obligations or exercise our rights under law related to equality of opportunity or (only where applicable) to enable us to establish, exercise or defend legal claims.

We will not use your data for any purpose other than fulfilling our legitimate interests, meeting a legal obligation, protecting someone's life, or performing a public task.

Who has access to data?

Your information may be shared internally within the company for the purposes of your use of our services. This includes members of the management team, activity leaders of groups you participate in, and staff who process information for the company.

We will not share your data with third parties, unless you participate in a group or activity which is part of a funded or shared project. We will then share your data with other organisations involved, in order to meet our legal obligations.

How does Fair Futures CIC protect data?

Fair Futures CIC places high importance on the security of your data. Our internal policies and controls ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our staff, or staff in partner organisations where necessary, in the proper performance of their duties.

How long does Fair Futures CIC keep data?

We will hold your data on file for 6 months after the end of the project in which you took part. At the end of that period, your data is deleted or destroyed (unless we need to retain it for longer to exercise or defend any legal claims).

Your rights

As a data subject, you have a number of rights under data protection law. You can:

- access and obtain a copy of your data on request;
- require Fair Futures CIC to change incorrect or incomplete data;
- require Fair Futures CIC to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Fair Futures CIC is relying on its legitimate interests as the legal ground for processing; or
- ask us to transfer your data to another organisation.

If you would like to exercise any of these rights or if you have any questions about this notice or our processing of your data more generally, please contact fairfutures@outlook.com.

If you believe that Fair Futures CIC has not complied with your data protection rights, you can complain to the Information Commissioner's Office (<https://ico.org.uk/>).

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to Fair Futures CIC during the recruitment process. However, if you do not provide the information, we may not be able to process your registration or allow you to use our services.

Last privacy statement review: October 2025