

Privacy Policy

1. Introduction

C.H.A.S.E. (Create Hope And Safe Environments) is committed to protecting the privacy and personal data of all individuals who interact with our organisation, including service users, parents, carers, staff, volunteers, and supporters. This policy outlines how we collect, use, store, and protect personal information in compliance with UK GDPR (General Data Protection Regulation) and the Data Protection Act 2018.

2. Information We Collect

We may collect the following personal data:

- ✓ Service Users & Families: Names, contact details, emergency contacts, medical and additional needs information, and attendance records.
- ✓ Staff & Volunteers: Names, contact details, DBS checks, employment or volunteering history, and training records.
- ✓ Supporters & Donors: Names, contact details, donation records, and Gift Aid information (if applicable).
- ✓ Website Visitors & Social Media Users: IP addresses, cookies, and usage data for analytics and service improvements.

We only collect necessary information to provide safe, effective, and personalised services.

3. How We Use Your Information

We use personal data for the following purposes:

- 📌 Service Provision – Ensuring children and young adults receive appropriate care and support.
- 📌 Communication – Contacting families, staff, and supporters regarding appointments, events, and updates.
- 📌 Safeguarding & Legal Compliance – Meeting legal and regulatory obligations, including safeguarding procedures.
- 📌 Fundraising & Marketing (With Consent) – Sending information about fundraising events, initiatives, and opportunities to support C.H.A.S.E.
- 📌 Website & Analytics – Improving our online services and user experience.

We do not sell, trade, or share personal data with third parties for marketing purposes.

4. How We Store & Protect Your Data

🔒 Personal data is stored securely in password-protected digital systems and locked physical files.

🔒 We limit access to authorised staff and volunteers who require the information to carry out their role.

🔒 Regular data audits and security updates ensure compliance with data protection laws.

🔒 Data is retained only as long as necessary, following legal and safeguarding guidelines.

5. Sharing Your Information

We may share personal data only when:

✅ Legally required (e.g., safeguarding concerns, law enforcement requests).

✅ With consent, when referring individuals to partner organisations or services.

✅ Necessary for health and safety reasons, such as emergency medical support.

All third parties handling data on our behalf (e.g., IT providers, safeguarding bodies) must comply with strict confidentiality and security standards.

6. Your Rights Under UK GDPR

You have the right to:

- ♦ Access your personal data and request a copy.
- ♦ Correct inaccurate or incomplete data.
- ♦ Withdraw consent for non-essential data processing.
- ♦ Request deletion of personal data (subject to legal/safeguarding requirements).
- ♦ Restrict processing in certain circumstances.
- ♦ Complain to the Information Commissioner's Office (ICO) if you believe your data is mishandled.

To exercise these rights, contact us at info@chaselincs.co.uk

7. Cookies & Online Privacy

Our website may use cookies to:

🍪 Improve user experience.

🍪 Analyse visitor interactions.

🍪 Personalise content and services.

Users can manage cookie preferences through their browser settings.


8. Policy Updates


This Privacy Policy will be reviewed annually and updated to reflect legal changes or organisational needs.

Last updated: 20/02/25

9. Contact Us

For questions or concerns regarding your personal data, please contact:

 info@chaselincs.co.uk

 07848287802