



Suffolk Refugee Support Privacy Policy

At Suffolk Refugee Support, we are committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and, where relevant, the Privacy and Electronic Communications Regulations 2003 (PECR).

This Privacy Policy explains what personal data we collect, how and why we use it, the lawful bases we rely on, who we may share it with, how long we keep it, and the rights available to you.

We review this Privacy Policy regularly and may update it from time to time. Where appropriate, we will publish the updated version on our website and take other reasonable steps to bring significant changes to your attention.

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us by email at office@suffolkrefugee.org.uk or write to Suffolk Refugee Support, 38 St Matthew's St, Ipswich, IP1 3EP.

1. Who are we?

We're Suffolk Refugee Support, a specialist independent charity established in 1999 to support refugees and asylum seekers in Suffolk. Suffolk Refugee Support is a registered charity (no. 1078794) and company limited by guarantee (no. 03894990). The registered address is 38 St Matthew's St, Ipswich, IP1 3EP.

2. How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us through a form on the website, opt in to our mailing list, download an application form or comment on a post.

We obtain information about you when you apply to become a volunteer or Trustee, or when you apply for a job at SRS whether by email, by post or by phone.

We obtain information about you when you request help from one of our services or when you are referred to one of our services by a partner organisations or as part of the UK resettlement or temporary settlement programmes.

3. Why do we collect and use information about you?

We only process personal data where we have a lawful basis to do so under the UK GDPR. Depending on the circumstances, these lawful bases may include:

- performance of a contract, or taking steps at your request before entering into a contract;
- compliance with a legal obligation;
- our legitimate interests, where these are not overridden by your rights and interests;
- consent, where we choose to rely on consent;
- vital interests, where processing is necessary to protect someone's life; and
- public task or substantial public interest, where applicable to the services we provide.

The main purposes for which we use personal data include:

- to provide advice, support and other services to refugees, asylum seekers and other service users;
- to respond to enquiries, referrals and requests for support;
- to recruit, manage and support employees, volunteers and trustees;
- to process donations, Gift Aid declarations, memberships and other financial transactions;
- to send communications you have requested and, where permitted, updates about our work, fundraising and events;
- to meet our legal, regulatory, safeguarding and governance obligations;
- to maintain our records, accounts, security and internal administration; and
- to improve our services, website and communications.

If you contact us through our website, by email, by phone, by post or in person, we will use the information you provide to respond to you and, where relevant, to deliver services, process applications or keep appropriate records.

4. *What type of Personal Data is collected from you?*

The personal data we collect depends on your relationship with us. It may include your name, contact details, communication preferences, date of birth, language needs, immigration or case-related information, employment or volunteer application information, donation and Gift Aid information, and any other information you choose to provide that is relevant to our work with you.

When you use our website, we may also collect technical information such as your IP address, browser type, device information and information about how you use the website, subject to the cookie and tracking choices you make.

We may also receive personal data from referral partners, local authorities, funders, payment providers, recruitment platforms and other organisations we work with, where this is lawful and appropriate. Payment card information used for donations or payments is usually collected and processed by specialist payment providers rather than by us directly.

5. *Special Categories of data*

Some of the personal data we process may be special category data under the UK GDPR, such as information about racial or ethnic origin, religious beliefs, health, disability, sex life or sexual orientation, or immigration-related circumstances where this reveals sensitive personal information. We only process this data where we have both a valid lawful basis under Article 6 UK GDPR and an additional condition for processing under Article 9 UK GDPR or Schedule 1 of the Data Protection Act 2018, as required.

For example, we may process health or disability information to make reasonable adjustments, support wellbeing, manage health and safety, or deliver services appropriately. Where required by law, we will also maintain appropriate safeguards and policy documentation for this processing.

Where we process special category data about service users, we do so only where it is necessary and proportionate for the support we provide, safeguarding,

equalities monitoring, the establishment, exercise or defence of legal claims, or another applicable legal condition.

Data relating to recruitment

We process personal data about job applicants, volunteers and trustees to manage recruitment and appointment processes, assess suitability, communicate with candidates, keep records, and respond to or defend legal claims. The lawful basis we rely on will depend on the circumstances and may include legitimate interests, taking steps before entering into a contract, compliance with legal obligations, or another applicable basis.

Where appropriate, we may process special category data during recruitment, for example for equality monitoring, to make reasonable adjustments, or to meet obligations in employment, social security or social protection law. We will only do this where a valid Article 9 condition and any required Schedule 1 condition under the Data Protection Act 2018 applies.

Where a role lawfully requires criminal record checks or other criminal offence data, we will only process that information where we have a valid Article 6 lawful basis and a condition under Article 10 UK GDPR and Schedule 1 of the Data Protection Act 2018. Where required, we will also maintain an Appropriate Policy Document and other safeguards.

6. *Sharing your data with a third party*

We do not sell your personal data. We may share personal data with trusted service providers and partners who support our work, such as IT providers, payment providers, professional advisers, funders, referral partners, local authorities and other organisations involved in delivering services, where this is lawful and necessary. Our website may also use analytics or similar technologies in line with our cookie settings and cookie information.

Where we share personal data, we take steps to ensure it is shared lawfully, securely and only for appropriate purposes. Depending on the circumstances, this may include contracts, confidentiality arrangements, data sharing agreements and other safeguards.

We may also disclose personal data where we are required to do so by law, where this is necessary to protect someone's vital interests, to safeguard children or adults at risk, to prevent or detect crime where lawful, or to establish, exercise or defend legal claims.

Where we rely on legitimate interests for sharing or other processing, we consider and balance those interests against the rights and freedoms of the individuals concerned.

7. *Retention of data*

We keep personal data only for as long as necessary for the purposes for which it was collected, including to meet legal, accounting, safeguarding, funding and reporting requirements, and to resolve complaints or legal claims. Retention periods vary depending on the type of information and the reason we hold it. We review retention regularly and securely delete or anonymise personal data when it is no longer needed.

8. *Legislation compliance*

This website and our wider processing activities are intended to comply with applicable UK data protection law, including the following legislation:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations 2003 (PECR), where relevant

9. Additional information for Employees and Service Users

We may provide additional or more specific privacy information to employees, workers, volunteers, trustees, applicants and service users where appropriate. Those notices supplement this Privacy Policy and explain how we use personal data in those contexts.

10. Additional information for Supporters and Website users

How can you change your contact details and preferences with us?

You can ask us to update your contact details or change your communication preferences at any time by contacting us using the details in this policy.

Where we rely on consent for direct marketing by email, phone or text, you can withdraw that consent at any time. You can also opt out of direct marketing communications by contacting us at office@suffolkrefugee.org.uk or by writing to us at 38 St Matthew's St, Ipswich, IP1 3EP.

The right to have inaccuracies corrected

You have the right to ask us to correct inaccurate personal data and to complete incomplete personal data. If you think any information we hold about you is wrong or out of date, please contact us at office@suffolkrefugee.org.uk or write to us at 38 St Matthew's St, Ipswich, IP1 3EP.

The right to request a copy of personal data held about you

You have the right to request access to the personal data we hold about you and to receive certain information about how we use it. You may also have rights to request erasure, restriction of processing, data portability, and to object to processing, depending on the circumstances.

Other rights:

- the right to ask us to restrict processing in certain circumstances;
- the right to object to processing where we rely on legitimate interests, and the absolute right to object to direct marketing;
- the right to withdraw consent where we rely on consent;
- the right to request erasure in certain circumstances;
- the right to data portability, where this applies; and
- the right to complain to SRS or the Information Commissioner's Office (ICO) about how we have handled your data.

To make a request about your personal data or complain about how it has been managed, please contact:

Operations Manager
Suffolk Refugee Support
38 St Matthew's St
Ipswich
IP1 3EP
office@suffolkrefugee.org.uk

The Operations manager will acknowledge your request or complaint and respond without undue delay

Security precautions in place to protect the loss, misuse or alteration of your information:

We take appropriate technical and organisational measures to protect personal data against unauthorised or unlawful processing, accidental loss, destruction or damage. However, transmission of information over the internet is never completely secure and you should take care when sending information electronically.

We limit access to personal data to those who need it for legitimate purposes and expect anyone who handles personal data on our behalf to do so securely and in accordance with the law.

Use of 'cookies'

- Our website may use cookies and similar technologies to make the site work, improve performance, remember preferences and understand how visitors use the site. Where cookies or similar technologies are not strictly necessary, we will seek consent where required by PECR and applicable data protection law.
- You can manage cookies through your browser settings and, where available, through the choices presented on our website. Please note that disabling some cookies may affect how the site functions.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We take care to protect the privacy of children and young people. Where we collect personal data from a child, we will do so in a way that is appropriate to the circumstances and applicable law.

Transferring your information outside of Europe

We endeavour to ensure that data is processed within the UK and Europe. Should any of our service providers or partners process personal data outside the UK, we will take reasonable steps to ensure that appropriate safeguards are in place, as required by UK data protection law. These safeguards may include adequacy regulations, contractual safeguards, or another lawful transfer mechanism.

Review of this Policy

We keep this Policy under regular review. This version was updated in June 2026.