

Service user Privacy Notice

Registered name: Go-Woman! Alliance Community Interest Company

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#).

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Email: info@gwacic.com

What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery and third-party referrals:

- Names and contact details
- Gender
- Addresses
- Date of birth
- Emergency contact details
- Next of kin details
- Photographs or video recordings
- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Dietary information (including allergies and health conditions)

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services and goods, including delivery and third-party referrals are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you
- Family members or carers

How long we keep information

We only keep personal information for as long as necessary to fulfil the purposes for which it was collected, or to meet legal, regulatory and contractual requirements. Retention periods are reviewed regularly and information is securely deleted or anonymised when no longer needed.

Retention Schedule

- **Project participation records (e.g. applications, attendance, outputs):** kept for 2 years after project completion, in line with UK funding requirements.
- **Financial records (e.g. invoices, payroll, expenses):** kept for 7 years, in line with statutory obligations.
- **Employment and volunteer records:** kept for 6 years after the end of employment/volunteering.
- **Marketing and communications (e.g. mailing lists):** kept until consent is withdrawn or the individual unsubscribes.
- **General enquiries and correspondence:** kept for up to 2 years, unless a longer retention is required.
- **Safeguarding records:** retained in accordance with legal requirements and best practice (typically until the individual reaches 25 years of age, or longer if required).

All information is stored securely and access is restricted to authorised personnel only. When retention periods expire, data is securely deleted, destroyed, or anonymised.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Emergency services

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>