



Watford Women's Centre Privacy Notice
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Contents

Introduction.....	2
About us	2
How we collect information about you	2
What information do we collect and why?	3
Sensitive Personal Information	3
Legal basis for using your information	3
Marketing	3
Sharing your information.....	3
Legal disclosure	4
Safe Keeping of your information	4
Holding your information.....	4
Your Rights	4

Organisation	Watford Women's Centre. 83 Market Street. WD18 0PT
CEO	Lucy Martin – lucy.martin@watfordwomenscentre.org.uk
Data Protection Officer (DPO)	Dirin Hamakarim
Contact:	E: dirin@watfordwomenscentre.org.uk T: 01923 816229

Introduction

Watford Women's Centre (referred to as WWC in this notice) wants everyone who comes to us for support to feel confident and comfortable with how any personal information you share with us will be looked after or used.

This notice explains why we collect information about you, how we use it, the type of information that we collect and the legal reasons that we do so. Our Data Protection Policy provides further details on how data is collected and stored in line with [ICO Data Protection Standards](#) and is available on request.

About us

We are a data controller for the purposes of the [Data Protection Action 2018](#). This means we are responsible for, and control the processing of, personal information. You can contact our data protection officer to find out more about how we ensure we comply with regulations.

How we collect information about you

WWC is registered with the Information Commissioner's Office (ICO) which is an independent body that upholds information rights in the UK. As the UK regulator, the ICO oversees all aspects of data protection including the fee register, data protection legislation, guidance on data protection and the use of technology as well as any complaints.

- **When you interact with us directly.** This might be when you register for training, book an appointment to see one of our advisors, make a donation to our charity, visit our website or subscribe to our mailing list, undertake an assessment for therapies, volunteer or apply for a job with us. Some examples could be when:
 - **You make a donation** through a third party such as Just Giving and consent to your information being shared with us
 - **You visit our website** where we gather general information on a regular basis about which pages you visit most often and what you like to help us run our website effectively
 - **You contact us to make an appointment** with one of our specialist advisors and we request personal details from you so that we can call you with a reminder or send an e mail.
 - You complete an assessment for learning or counselling and the assessor requests personal details from you to complete the required paperwork

Security Camera: WWC has considered the need to use a Security Camera, which records both sound and vision, in the reception area and decided it is necessary for the protection of staff, volunteers, and service users. We will not use the system for any incompatible purposes.

The DPO is responsible for the operation of the security camera. The CEO, DPO and senior managers will monitor the operation of this and conduct regular reviews of the use of the security camera to ensure that it is still necessary and proportionate.

What information do we collect and why?

We primarily collect information about you:

- so that we can keep a record of your relationship with us, what help you might need and how we provide support to you.
- so that we can keep you updated about events or administrative things such as reminders and follow-ups
- to comply with legal requirements as laid down by [the Charities Commission](#)
- to administer arrangements such as recruitment or volunteering for WWC
- to comply with Government Funding Bodies such as the [ESA](#) as part of our funding agreements
- to invite you to participate in surveys, research or fundraising
- to thank you for supporting the charity and to keep you informed about what we are doing

Sensitive Personal Information

[Data Protection Law](#) notes that some categories of information are more sensitive - this might be information about a person's health, race, sexuality or religious beliefs.

If you choose to provide this information, we will only use it for quality monitoring and evaluating the services that we provide. We will not pass on your details to anyone without your consent, except in exceptional circumstances where there may be a serious risk to yourself or others.

Where you have given your consent (either through signed permission on our service forms) or other evidence base methods, we will only share this information with the organisations listed on the consent forms

Legal basis for using your information

A legal basis for processing your information is called 'Legitimate Interest'. This means that WWC could have a legitimate interest in processing your information. For example, this might be when we contact you about employment opportunities, use your information to conduct research and better understand who our clients are in order to improve services.

Marketing

We will only contact you by phone, email or text if you have agreed for us to contact you in this way.

You can ask us to stop sending you communications at any time by contacting us on: general@watfordwomenscentre.org.uk or 01923 816 229

Sharing your information

We will not sell or share your personal information with organisations so that they can contact you for marketing purposes.

Depending on your interaction with WWC, we will, on occasion, share your information with trusted external partners. Your consent is always required for us to do this and those partners are most commonly, but not exclusively, government-funded bodies who are required to comply with [Data Protection Laws](#) and ensure controls are in place to secure your information

Case Studies In order to demonstrate the impact of our work we will, from time to time, produce anonymised Case Studies to be included in funding bids and annual reports. Although GDPR laws do not apply to anonymised data, we will obtain consent from you before compiling a Case Study as a matter of good practice.

Legal disclosure

We may disclose your information if required to do so by law. For example, to comply with regulations, codes of practice or in response to a valid request from a competent authority.

Safe Keeping of your information

WWC takes the safety of your information seriously and implements measures to protect personal information that we have under our control.

Please note transmission of information via the internet is not completely secure.

Holding your information

We will only keep your information for as long as reasonable and necessary for the activity that you are engaged in and in accordance with our Data Records Management, Retention and Destruction policy. This is available on request.

In some cases, there are guidelines set out by professional and government bodies such as [BACP](#) and [ESA](#) recommending information management and our staff will follow these recommendations unless you withdraw your consent for us to hold your personal data.

Your Rights

You have various rights in respect of personal information being held about you. If you wish to exercise any of these rights, please contact our Data Protection Officer on 01923 816 229

- **Access to your information:** You can make a **Subject Access Request** to request a copy of any personal information that is held about you.
- **Right to object:** You can object to the processing of your information if you think we are processing it for marketing purposes, or it is held on the grounds of Legitimate Interest, and you disagree
- **Consent:** You can withdraw your consent to hold and process your data at any time
- **Rectification:** You can ask for any information about you to be changed if you think it is inaccurate
- **Erasing:** You can ask for your personal information to be deleted if it is no longer necessary or we do not have a legitimate reason for keeping it
- **Portability:** You can ask us to provide yourself or a third party with information we hold about you