# St Bride Foundation Privacy Notice

Date of last update: November 2026 · Board Approved

> This policy explains how St Bride Foundation collects, uses, stores and protects your personal information, and outlines your rights in relation to your data.

## 1 Protecting your privacy

1.1 We recognise the importance of protecting your personal information and are committed to handling it responsibly, lawfully and transparently. We have trained our staff and updated our data protection policies to make sure that we protect your rights under UK data protection legislation, including the UK GDPR and the Data Protection Act 2018 ("**Data Protection Legislation**") today, and in the future.

1.2 This Privacy Notice explains the types of personal information we may collect about you when you interact with us. It also explains how we'll store, handle and keep that information safe.

1.3 The following sections aim to answer any questions you have but, if not please do get in touch by post, telephone or email. Contact details are shown below.

1.4 We review this Privacy Notice regularly and may update it periodically.

1.5 St Bride Foundation is the data controller responsible for your personal information. For more information on controllers and their responsibilities please see the Information Commissioner's Office guidance on data protection principles, definitions, and key terms.

1.6 This Privacy Notice tells you what to expect us to do with your personal information.

- (a) Contact details
- (b) What information we collect, use, and why
- (c) Lawful bases and data protection rights
- (d) Where we get personal information from
- (e) Information sharing
- (f) Where we store your personal information
- (g) How long we keep information
- (h) Automated decision-making

(i) Disclosure of your information

(j) How to complain

## 2 Contact details

2.1 **Post:** St Bride Foundation, 14 Bride Lane, London, EC4Y 8EQ

**Telephone:** 020 7353 3331

**Email:** accounts@sbf.org.uk for the attention of the Data Protection Lead

**Registered Charity No:** 207607 (to include Bridewell Centre Limited, Registered in England No 6284689).

## 3 What information we collect, use, and why

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

(a) Names and contact details

(b) Addresses

(c) Dietary information (including allergies or other information voluntarily provided to cater for your needs)

(d) Information about accessibility or support requirements

(e) Website usage information (including cookie preferences and website analytics). Further information about cookies is available in our Cookie Policy (available on www.sbf.org.uk)

(f) Information relating to compliments or complaints

3.2 We collect or use the following information to **receive donations or funding and organise fundraising activities**:

(a) Names and contact details

(b) Addresses

(c) Payment information (where required to process donations or bookings)

(d) Tax payer information (for Gift Aid purposes)

3.3 We collect or use the following personal information for **service updates or marketing purposes:**

(a) Names and contact details

(b) Marketing preferences

(c) Records of consent, where appropriate

3.4 We collect or use the following personal information for **research or archiving purposes:**

(a) Names and contact details

(b) Addresses

(c) Recorded images

(d) Purchase history

(e) Donation history

(f) Records of consent

As a charity with archive and special collections of historical significance, we may retain certain personal information for archival, historical or research purposes in accordance with Data Protection Legislation.

3.5 We collect or use the following personal information to **comply with legal requirements**

(a) Name

(b) Contact information

(c) Identification documents

(d) Any other personal information required to comply with legal obligations

(e) Health and safety information

(f) Safeguarding information

(g) Criminal offence information, where required for safeguarding, recruitment or compliance with legal obligations

3.6 We collect or use the following personal information for **recruitment purposes**:

(a) Contact details (e.g. name, address, telephone number or personal email address)

(b) Employment history, references and information relevant to assessing suitability for employment

(c) Education history and professional qualifications (where relevant)

3.7 We collect or use the following personal information for **dealing with queries, complaints or claims; for crime prevention and for your safety when visiting our building:**

(a) Names and contact details

(b) CCTV recordings covering public and communal areas within our premises for security, safety and crime prevention purposes

(c) Health and safety records, including accident reports, incident investigations and related correspondence

3.8 When you **visit our website**, we automatically collected limited technical information to help us maintain the security and performance of the site and improve the visitor experience**:**

(a) IP address

(b) Pages visited

(c) Web browser type and version

(d) Search criteria entered

(e) Referring web page (where applicable) visited

(f) Other technical information (where available)

3.9 If you interact with us through **social media**, we may collect your publicly available profile information, such as your username or handle, where relevant to responding to your enquiry or engagement.

## 4 Lawful bases and data protection rights

4.1 Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. The UK GDPR sets out a number of lawful bases for processing personal information. You can find further information on the ICO's website.

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

(a) **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.

(b) **Your right to rectification:** You have the right to ask us to correct personal information you think is inaccurate or incomplete. Read more about the right to rectification

(c) **Your right to erasure:** You have the right to ask us to delete your personal information. Read more about the right to erasure.

(d) **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.

(e) **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.

(f) **Your right to object to processing:** You have the right to object to the processing of your personal information. Read more about the right to object to processing.

(g) **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.

(h) **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.

4.3 If you make a request, we will respond to you without undue delay and in any event within one month (unless your request is complex, in which case we will advise you of this and will notify you if we need additional time to respond to your request).

4.4 To exercise any of your data protection rights, please contact us using the details at the beginning of this Privacy Notice.

## 5 Our lawful bases for the collection and use of your personal information

5.1 Our lawful bases for processing personal information to **provide services and goods, including delivery and third party referrals** are:

(a) **Providing our services and facilities**
We process personal information to provide our services, manage room and event books, respond to enquiries and administer activities. Depending on the circumstances, our lawful basis is:

(i) **Contract:** where processing is necessary to provide a service you have requested

(ii) **Legitimate interests:** where processing is necessary to operates and improve our services

(iii) **Consent:** where we ask you for your permission to process specific information

(b) **Donations and Fundraising**
We process personal information to administer donations, Gift Air, fundraising activities and supporter relationships. Our lawful basis may include:

(i) Legal obligation: where required by charity of tax legislation

(ii) Legitimate interests: to administer our fundraising activities

(iii) Consent: where required for marketing or fundraising communications

(c) **Marketing Communications**
We send marketing communications where we have your consent or are otherwise permitted to do so by law. You may withdraw your consent or unsubscribe at any time.

(d) **Research and Archives**
As a charity responsible for significant archive and special collections, we may process and retain certain personal information for archival, historical and research purposes where permitted by Data Protection Legislation. Appropriate safeguards are applied to protect individuals' rights.

(e) **Recruitment**

We process personal information relating to applicants to access suitability for employment, communicate with candidates and comply with our legal obligations

as an employer. Depending on the circumstances, our lawful basis may include legitimate interests, contract and legal obligations.

(f) **Complaints, Claims and Security**

We process personal information to investigate complaints, respond to claims, maintain the security of our premises, operate CCTV systems and protect the safety of our visitors, staff and volunteers. This processing is carried out on the basis of our legitimate interests and, where applicable, our legal obligations.

(g) **Website and Social Media**

We process limited personal information when you visit our website or interact with us through social media. This helps us operate our website securely, improve our services and respond to enquiries. Where required by law, we will obtain your consent before placing non-essential cookies or undertaking similar tracking activities.

## 6 Where we get personal information from

6.1 Sources of personal information include:

(a) Directly from you

(b) Universities or other education organisations

(c) CCTV footage or other recordings

(d) Previous employers

(e) Suppliers and service providers

(f) Third parties:

(i) Through venue finder websites we would receive company contact information for clients who are interested in booking our spaces for hire.

## 7 Data sharing

7.1 We never buy personal data from third parties or trade data with other organisations. However, there are times when we must report to our funders and regulators or other relevant bodies how we have used our funds/budgets and in those circumstances, we will report your information either aggregately or anonymously.

## 8 Where we store your personal information

8.1 Personal information we collect may be stored and processed using secure cloud-based systems provided by trusted third-party service providers. These systems are used for document management, internal administration, and service delivery. Access to this data is restricted to authorised personnel and protected using appropriate technical and organisational security measures.

8.2 Our service providers process personal information on our behalf and are contractually required to protect it. Types of service providers include:

(a) IT and cloud hosting providers

(b) Payment processors

(c) Ticketing or booking systems

(d) Email or marketing platforms

8.3 Where personal information is processed or stored outside the UK, appropriate safeguards such as international data transfer agreements are used to protect your information.

8.4 Historic personal information stored physically in the archive is kept secure and access is restricted as set out in the Archive and Special Collections Access Policy.

## 9 How long we keep information

9.1 We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting, or reporting requirements. Where applicable, we retain records for up to six years to comply with legal and regulatory obligations.

9.2 Once the retention period expires, personal information will be deleted or transferred to the archive. Certain records of enduring historical or archival value may be retained permanently where permitted by law and in accordance with our Archive and Special Collections policies.

9.3 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.

## 10 Automated decision-making

10.1 We do not use automated decision-making or profiling that has legal or similarly significant effects.

## 11 Disclosure of your information

11.1 We may disclose your personal information to third parties if we are under a duty to disclose or share your personal information to comply with any legal obligation, or in order to enforce or apply any agreements; or to protect the rights, property, or safety of St Bride Foundation, or others. This includes exchanging information with other organisations for the purposes of safeguarding or other statutory regulations we must comply with.

## 12 Who to contact about your personal data and making a complaint

12.1 If you wish to see your personal data, exercise any your rights mentioned above, or make any other enquiries about how we use your personal data, please contact us using the contact details at the top of this privacy notice.

12.2 You can also contact us at those details if you have any concerns about our use of your personal information. If at any point you consider that St Bride Foundation has infringed Data Protection Legislation because of the way we have handled your personal information, you have the right to make a complaint to us (a **'Data Protection Complaint'**). Someone acting on your behalf may also bring a Data Protection Complaint if you have given them permission to do so (for example, a family member or legal representative).

12.3 If you wish to make a Data Protection Complaint, please use the contact details set out above. When making the complaint, please include the following information:

(a) As much detail as possible about why you believe St Bride Foundation has not handled your personal information appropriately

(b) Any relevant supporting evidence

(c) If someone is submitting a complaint on your behalf, proof of their authority to act on your behalf. This could include a signed letter from you that they are authorised to act on your behalf or a copy of an appropriate power of attorney

(d) Any preferences for follow-up communications

12.4 After receiving your Data Protection Complaint, we will first verify your identity or the authority of the person submitting a complaint on your behalf. We may contact you if additional verification information is required.

12.5 We will acknowledge your Data Protection Complaint within 30 days of receiving your complaint (unless we are able to provide a response to your complaint within this 30-day period). We will investigate your complaint without undue delay. We may need to ask you for additional information or evidence depending on the level of information initially provided to us, and we will do this by email unless you have expressed an alternative communication preference which St Bride Foundation considers to be reasonable in the circumstances.

12.6 After considering your Data Protection Complaint and any supporting information and/or evidence, we will inform you of the outcome of your Data Protection Complaint without undue delay. This will explain whether we believe that we have complied with Data Protection Legislation, what has been done to resolve your complaint and what, if any, actions we are taking as a result.

12.7 The timeframe for issuing a response to your Data Protection Complaint will depend on the circumstances of your complaint (including the complexity and scale of the issue). However, we will aim to reach a decision and inform you of the outcome of your Data Protection Complaint as soon as possible. We will also keep you updated with expected timings.

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

(a) The ICO's address:

Information Commission's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

## 13 Policy review

13.1 This policy will be reviewed on an annual basis.