

Privacy Policy

Last Updated: 16/09/2025

Fenland P.A.L.S respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation currently in force. This Privacy Notice explains how we use any personal information that you provide. By visiting our website or responding to social media posts, you are accepting and consenting to the practices described in this Notice, so please read it carefully. Any changes we make to this Privacy Notice will be posted on this page, so remember to check back again if you are a regular user.

Important Information about who we are

Fenland P.A.L.S is a not for profit community lead program starting from the 23rd of September 2025 finishing on 31st March 2026, based in Fenland, Cambridgeshire. Within the context of this privacy notice, 'we', 'us', 'our' or 'PALS' refers to Fenland P.A.L.S.

Why do we collect your information

Under the General Data Protection Regulation (GDPR), and the UK's Data Protection Bill, we must have a legal reason to keep your data and process it.

Our legitimate interests are:

- Protecting staff, customers, participants and others and maintaining their health, safety and wellbeing.
- Marketing and promotion of our services to reach potential participants/users.
- Complying with our legal and regulatory obligations.
- Handling customer/participants contacts, queries, complaints or disputes.
- Collecting engagement numbers.

When do we collect your personal information

- When you enquire about our products/services using our contact form (website), via email or through Facebook.
- When you enrol onto one of our sessions
- When you join us as a volunteer
- When you post information on our social media
- When consent is given for marketing purposes

These may be written down (manual records), or held on a computer. We do not use cookies or other tracking technologies on our website.

What personal information do we collect?

- Name, email address, phone number
- If enrolled as a learner/participant:
- Information on your prior education and employment status
- Language

- Sensitive personal data concerning your health or any disability and information
- Sensitive personal data like age, civil status, gender, racial or ethnic origin and religious beliefs
- Address
- Results of projects you have participated in.

How we use your personal information

- To improve the way we do things by understanding your experience with us
- To provide statistical reports as requested by our funders
- To monitor the use of our services
- For our own statistical and research purposes
- To provide you with information on our services and volunteering opportunities that you have requested.

Who we share your data with and why

Your data may be shared with our funders to report the results of P.A.L.S., allowing them to track how well we are using the funding.

At no time will your personal information be passed to organisations for marketing or sales purposes. If you have been a learner or attended one of our sessions, you may be contacted after you have completed it to establish whether you have had a positive experience with us.

There may be instances where we have to escalate concerns which could include safeguarding issues, crime and to support the Prevent agenda.

How long do we keep your data?

We will keep your data for a specified period of time once we have finished working with you. Depending on the nature of the we will keep your data for up to 5 years or less.

User Rights

- The right to ask for a copy of personal data that we hold about you
- The right to request that we delete personal data held on you (unless you enrol as a learner/user); where we no longer have any legal reason to retain it.
- The right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you
- The right to opt out of any marketing communications that we may send you
- A right to seek redress, either through the ICO, or through the courts.

If you wish to request the deletion of the data submitted through the contact form, you can contact us at fenlandpals@gmail.com

Policy Changes

We may update this privacy policy from time to time. Any changes will be posted on this page with the corresponding update date.