PRIVACY NOTICE

Policy Date	Policy Owner Name	Policy Owner Title	Review Date
September 2026	Gill Green	Director of Operations	September 2027

Our commitment to your privacy

Forever Manchester is committed to protecting your personal information. Your privacy and the security of your personal information are extremely important to us

We will:

- only collect personal information that we genuinely need
- use your personal information lawfully, fairly and transparently
- explain how and why we use your information
- respect your communication choices and preferences
- take appropriate steps to keep your information secure
- retain your information only for as long as it is needed
- never sell your personal information.

This Privacy Notice explains how Forever Manchester collects, uses, shares, stores and protects personal information.

It applies when you:

- donate
- support or participate in our fundraising activities
- apply to us for funding, support or advice
- volunteer with us
- attend one of our events
- enter a prize draw, lottery or other fundraising activity
- purchase goods or services from us
- apply for a job or other opportunity
- participate in research, evaluation, surveys, focus groups or case studies
- visit or use our website
- interact with us through social media
- contact us by email, telephone, post or another communication channel

Where we knowingly collect personal information from children or young people, we take additional care to ensure that information is processed fairly, securely and in accordance with safeguarding requirements. Where parental consent is required by law, we will seek it.

Who We Are

Forever Manchester is a charity registered in England and Wales (Charity Number 1017504) and a company limited by guarantee (Company Number 2785133).

Our registered office is:

Forever Manchester
1st Floor, Phoenix House
45 Cross Street
Manchester
M2 4JF

We are registered with the Information Commissioner's Office (ICO) under registration number **Z7369896**.

For any questions relating to data protection and privacy, please contact:

Data Protection Lead: Gill Green
Email: info@forevermanchester.com
Telephone: 0161 214 0940
Postal address: 1st Floor, Phoenix House, 45 Cross Street, Manchester, M2 4JF

What Personal Information We Collect

The personal information we collect depends on your relationship and interactions with us. It may include:

Identity and contact information

- Name
- Postal address
- Email address
- Telephone number
- Date of birth (where it is relevant and necessary)
- Communication preferences

Donation, fundraising and purchase information

- donation and fundraising history

- Gift Aid declarations
- payment and transaction information
- purchases and order history
- event registrations
- lottery, prize draw or competition entries
- correspondence relating to your support

We do not store payment card information on our own systems. Online payments are processed securely through approved payment service providers.

Funding and Community Information

- information included in expressions of interest, funding applications and monitoring reports
- details of community groups and their representatives
- information about proposed and funded community activities
- bank and financial information needed to assess or administer funding
- information provided during support or advisory work
- monitoring, evaluation and impact information

Employment and Volunteering Information

- application forms, CVs and employment history
- qualifications, skills and experience
- references
- right-to-work information
- interview notes and assessment information
- volunteer applications and placement information
- information required to manage employment or volunteering relationships

Separate privacy information may be provided to employees, workers, job applicants and volunteers.

Website and technical information

Subject to your cookie choices, we may collect:

- IP address
- browser and device information
- website usage information

- cookie identifiers
- pages viewed and links selected
- information about how you arrived at and used our website

Further information is available in our Cookie Policy - Forever Manchester

Special Category Data

Some types of personal information receive additional protection under data protection law. These are known as special-category data and may include information about:

- Health
- Disability
- Ethnicity
- Religious beliefs
- Criminal convictions (where legally required)

We will only collect special-category information where it is relevant and necessary. We must have both a lawful basis for using it and an additional legal condition permitting its use.

How we collect personal information

We usually collect personal information directly from you when you complete a form, make an application, donate, register for an activity, contact us or interact with our website.

We may also receive personal information from:

- community groups and partner organisations
- funders or organisations commissioning our work
- referral organisations
- recruitment agencies and referees
- event, survey and booking platforms
- payment processors and fundraising platforms
- public authorities and regulatory bodies
- social media platforms, subject to your settings and the platform's terms
- publicly available sources
- another person acting on your behalf

Where we receive personal information from another source, we will provide relevant privacy information within the period required by law unless an exemption applies

How We Use Your Information

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We will only use your personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

Personal data provided to us will be used for the purpose or purposes outlined in any fair processing notice in a transparent manner at the time of collection or registration where appropriate, in accordance with any preferences you express. If asked by the police, or any other regulatory or government authority investigating suspected illegal activities, we may need to provide your personal data.

We use your information to:

- process donations
- administer Gift Aid claims
- process funding applications
- deliver community support activities
- manage volunteers
- process event registrations
- process purchases from our online shop
- administer the lottery and fundraising activities
- process employment applications
- communicate with supporters, donors, volunteers and beneficiaries
- improve our services, website and communications
- comply with legal, regulatory, safeguarding, audit and reporting requirements

If You Do Not Provide Information

In some circumstances, we require certain personal information to process a donation, administer Gift Aid, assess a funding application, register you for an event, process an order, manage a volunteering opportunity or consider an employment application.

If you choose not to provide the information requested, we may be unable to provide the relevant service, process your request or fulfil our legal obligations. In other cases, providing personal information is voluntary.

Lawful Bases for Processing

Data protection law requires us to identify a lawful basis for each purpose for which we use personal information. Depending on the activity, we may rely on:

Consent - We may rely on your consent where you have made a clear and informed choice, including for certain marketing communications, optional research participation or the use of photographs, videos and case studies.

You may withdraw consent at any time. Withdrawal will not affect processing already undertaken lawfully before consent was withdrawn.

Contract - We may process information where this is necessary to enter into or perform a contract with you. This may include processing an order, administering a paid booking or managing an employment relationship.

Legal obligation - We may process information where necessary to comply with legal or regulatory obligations. This may include tax, Gift Aid, accounting, audit, employment, safeguarding and regulatory requirements.

Legitimate Interests - We may process information where this is necessary for our legitimate interests or those of another organisation, provided those interests are not overridden by your rights and freedoms.

Our legitimate interests may include:

- administering and developing our charitable activities
- managing funding programmes
- engaging with supporters and community organisations
- managing volunteers
- evaluating and improving our services and impact
- protecting our systems, property and interests
- detecting and preventing fraud
- maintaining appropriate records
- communicating with relevant business and organisational contacts

Marketing and Fundraising Communications

Subject to the applicable rules, we may contact you about:

- Forever Manchester's charitable work
- fundraising activities and campaigns
- events

- volunteering and other ways to become involved
- appeals
- surveys and research
- goods or services that support our charitable purposes

When consent is legally required, we will only send electronic marketing where you have given valid consent.

You can withdraw your consent or change your communication preferences at any time by:

- Clicking the unsubscribe link in our emails
- Contacting us directly

How Long We Keep Your Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to meet legal, regulatory and operational requirements.

Retention periods vary depending on the type of information involved.

Examples include:

- Donor and Gift Aid records: up to 6 years after the last financial transaction
- Financial records: up to 6 years
- Volunteer records: normally 3 years after involvement ends
- Funding applications and grant records: normally 6 years
- Recruitment records for unsuccessful applicants: up to 12 months
- Employee records: normally 6 years after employment ends
- Marketing consent records: for as long as consent remains active and for an appropriate period afterwards to demonstrate compliance

Further details are available in our Data Retention Policy upon request.

Sharing Your Information

We may share information with carefully selected third-party providers who help us deliver our services, including:

- Payment processing providers, banks and financial service providers
- Mailing and communication platforms
- Customer relationship management providers
- Funders and organisations commissioning or supporting our activities
- Event registration and ticketing providers

- IT, website and cybersecurity providers
- Auditors, accountants, insurers and other professional advisers
- Regulatory and legal authorities where required
- Safeguarding bodies where appropriate
- Other organisations where you have asked or authorised us to share information

We require service providers acting on our behalf to protect personal information and to process it only in accordance with our instructions and the applicable agreement

We never sell personal information to third parties.

International Transfers

Some of the organisations that provide services to Forever Manchester may transfer or store personal information outside the United Kingdom.

Where this occurs, we ensure that appropriate safeguards are in place, including:

- UK International Data Transfer Agreements (IDTAs)
- UK Addendum to Standard Contractual Clauses
- Transfers to countries recognised by the UK Government as providing adequate levels of protection

Website Analytics and Cookies

Our website uses cookies and similar technologies to improve functionality, understand how visitors use the site and enhance user experience.

These technologies may collect information relating to:

- Browser type
- Device information
- IP address
- Website usage patterns

Where required by law, we will obtain your consent before placing non-essential cookies on your device.

Further information can be found in our Cookie Policy.

Data Security

We take the security of personal information seriously and have implemented appropriate technical and organisational measures to protect it against:

- Unauthorised access

- Unlawful processing
- Accidental loss
- Destruction
- Damage

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Your Rights

Under UK data protection law you have the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request deletion of your personal data.
- Object to processing of your personal data.
- Object to processing based on legitimate interests
- Request restriction of processing your personal data
- Request transfer of your personal data.
- Right to withdraw consent.
- Lodge a complaint with the Information Commissioner's Office (ICO)

You can make a request for any of the above by contacting us using the contact details above.

Whilst we will endeavour to adhere to your wishes, we may not be able to delete your data if there is a legal obligation to retain it, this includes where financial data must be retained for six years or where data must be retained to enable us to defend our legal rights. We will inform you of the basis of any such decision not to delete your data as appropriate.

Some rights are subject to legal exemptions or restrictions.

Automated Decision-Making and Profiling

We may use limited analysis or segmentation to understand supporter engagement, improve our activities or make communications more relevant. Any such activity will be carried out lawfully, fairly and proportionately.

Forever Manchester does not currently make decisions based solely on automated processing that produce legal or similarly significant effects on individuals.

If this changes, we will update this Privacy Notice and we will provide information about the decision-making process, its significance, its likely consequences and the rights available to affected individuals.

Third Party Websites and Social Media

Our website and communications may contain links to websites, platforms or services operated by other organisations. Those organisations are responsible for their own privacy practices. Their processing is not covered by this Privacy Notice unless we have specifically stated otherwise.

We encourage you to read the relevant privacy information before providing personal information through an external website, service or social media platform.

Complaints

Forever Manchester tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. This can be done by contacting:

Data Protection Lead: Gill Green
Email: info@forevermanchester.com
Telephone: 0161 214 0940
Postal address: 1st Floor, Phoenix House, 45 Cross Street, Manchester, M2 4JF

If you are unhappy about how your personal data is managed, you also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Telephone: 0303 123 1113
Website: https://www.ico.org.uk

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our activities and services, legislation, regulatory guidance or our organisational practices.

The most recent version will always be available on our website.

Last Updated: September 2026