

## Privacy Notice

**Effective Date:** 26 August 2025

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### 1. Who We Are

Uganda Community in Greater Manchester (UComm) is a registered charity (No. 1173468) providing community services and support.

We take your privacy seriously and are committed to protecting your personal information. This notice explains what data we collect, how we use it, and your rights under UK law.

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### 2. Information We Collect

We collect personal information that you provide directly to us, including:

- Name, address, phone number, email.
- Date of birth or other details required for specific services.
- Information about your participation in UComm activities.

We may also collect:

- Website usage data (via cookies and analytics tools).
- Feedback, enquiries, or volunteer applications submitted through our forms.

**Payment information** (e.g., credit/debit cards) is processed securely by third-party providers (PCI DSS compliant) and is never stored by UComm.

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### 3. How We Use Your Information

We use your personal data for purposes such as:

- Providing services or responding to enquiries.
- Communicating updates about our services, events, or opportunities.
- Managing volunteering, membership, or fundraising activities.
- Complying with legal or regulatory obligations.

We will only use your data when we have a lawful basis, including consent, contractual necessity, legitimate interest, or legal obligation.

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### 4. Marketing Communications

UComm may contact you to:

- Share news about our services and events.
- Seek donations or support for fundraising.
- Promote volunteering or training opportunities.

**Your rights:**

- You can opt in or opt out at any time.
- All marketing emails, texts, and calls comply with **PECR** rules.
- Emails and texts will always include a clear unsubscribe option.
- Telephone marketing is only carried out with consent and is never made to numbers registered with the Telephone Preference Service (TPS) unless consented.

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### 5. Sharing Your Information

We may share your personal data with:

- Service providers acting on our behalf (e.g., IT, payment processors, analytics).
- Partner organisations delivering UComm services.

- Regulatory bodies or law enforcement when required by law.

We will only transfer personal data outside the UK if appropriate safeguards are in place, such as **adequacy agreements or standard contractual clauses**.

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## 6. Data Security

We take appropriate technical and organisational measures to protect your personal data, including:

- Locked cabinets for paper records.
- Password protection and restricted access to electronic files.
- Encryption for sensitive emails.
- Regular backups and secure deletion of information no longer needed.

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## 7. Data Retention

We only keep personal data for as long as necessary to:

- Provide services and support.
- Comply with legal or regulatory obligations.
- Meet contractual or funder requirements.

When data is no longer needed, it is securely deleted or destroyed.

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## 8. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal data.
- Request correction of inaccurate information.
- Request erasure ("right to be forgotten").
- Restrict or object to processing.
- Receive your data in a portable format.
- Withdraw consent at any time (where applicable).

To exercise any of these rights, contact us at **[office@ucomm.org.uk](mailto:office@ucomm.org.uk)**.

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## 9. Cookies & Website Analytics

Our website may use cookies or analytics to monitor website traffic and improve services.

- Cookies are small files stored on your device.
- You can choose to accept or decline cookies via your browser settings.
- No personally identifiable information is collected through cookies unless you provide it voluntarily.

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## 10. Changes to This Privacy Notice

We may update this notice from time to time to reflect changes in services, law, or feedback. The latest version will always be published on our website.

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## 11. Contact Us

For questions, concerns, or to exercise your rights, contact us at:

Surcon House, Copson Street, Manchester, M20 3HE

Telephone: 0161 222 7933

Email: **[office@ucomm.org.uk](mailto:office@ucomm.org.uk)**

Website: [www.ucomm.org.uk](http://www.ucomm.org.uk)