

Step To Shelter Merseyside CIC Privacy Policy

Date: Friday 24th October 2025

1. Who We Are

Step To Shelter Merseyside CIC is a Community Interest Company based in Merseyside, UK. We are committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect your personal data.

2. What Information We Collect

We may collect and process the following types of personal data:

- Identity Data: Name, date of birth, gender
- Contact Data: Address, phone number, email address
- Support Data: Information you provide when accessing our services (e.g. housing status, health needs, support plans)
- Technical Data: IP address, browser type, and usage data when you visit our website
- Consent Records: Your preferences for receiving communications from us

3. How We Collect Your Data

We collect data in the following ways:

- Directly from you (e.g. when you fill in a form, contact us, or use our services)
- From partner organisations (with your consent)
- Automatically through our website (via cookies and analytics tools)

4. Why We Use Your Data

We use your personal data to:

- Provide support services and manage your case
- Communicate with you about our services
- Comply with legal and regulatory obligations
- Improve our services and website
- Monitor and evaluate our impact

5. Lawful Basis for Processing

We process your data under the following lawful bases:

- Consent: Where you have given clear permission
- Legal Obligation: To comply with the law
- Legitimate Interests: To improve our services and operations

6. Sharing Your Data

We may share your data with:

- Partner organisations (e.g. housing providers, local authorities) to support your needs
- Service providers who help us operate our services
- Regulators or legal authorities when required by law

We will never sell your data or share it for marketing purposes without your explicit consent.

7. Data Security

We take appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

8. Data Retention

We only keep your data for as long as necessary to fulfil the purposes we collected it for, including legal and reporting requirements.

9. Your Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request deletion of your data
- Object to or restrict processing
- Withdraw consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

10. Contact Us

If you have any questions or concerns about this policy or your data, please contact:

Step To Shelter Merseyside CIC
Office address: 3 Brook Road, Walton, L9 2BE
Email: Support@Steptoshelter.co.uk
Phone: 0151 332 5231