



Privacy Statement: FFK Solutions Ltd

At **FFK Solutions Ltd**, we are committed to protecting the privacy and dignity of the individuals and communities we serve. This statement explains how we collect, use, and safeguard your personal information when you participate in our programmes.

1. What Information We Collect

Depending on the programme, we may collect:

- **Contact Information:** Name, email address, and phone number.
- **Demographic Data:** Age, gender, or postcode (used to ensure our programmes are inclusive).
- **Engagement Data:** Your feedback, opinions expressed in workshops, and photos or videos (only with explicit additional consent).
- **Sensitive Information:** Occasionally, we may collect "special category" data (like ethnicity or health needs) if it is vital to delivering the service or meeting grant requirements.

2. How We Use Your Data

We use your information to:

- Deliver and manage our community programmes.
- Communicate updates or changes to sessions you've joined.
- Analyse the impact of our work to improve future services.
- Report anonymised progress to our partners or funding bodies.

3. Sharing Your Information

We do not sell your data. We only share your information when:

- **You give us permission:** For example, sharing a success story with a local newspaper.
- **Required by law:** If we have a legal obligation or a safeguarding concern.
- **Working with partners:** We may share data with the specific organisation funding the programme, but this will always be governed by a strict data-sharing agreement.

4. Your Rights

You have the right to:

- **Access** the data we hold about you.
- **Correct** any inaccuracies in your information.
- **Withdraw consent** at any time for marketing or optional data collection.
- **Request deletion** of your personal data (the "right to be forgotten").

5. Data Security

We store your information securely using encrypted digital systems. We only keep your data for as long as necessary to fulfil the purposes of the programme or to comply with legal record-keeping requirements.

6. Contact Us

If you have questions about this policy or how your data is handled, please contact our Data Lead at:

- **Email:** info@ffksolutions.com
- **Address:** Altnaveigh House, 51 Downshire Road, Newry, BT34 1EE