

## Service User Privacy Notice

Document Information	
Business Category:	Legal and Compliance
Policy Approver:	Boo Consulting Limited™
Policy Owner:	The Board
Policy Author:	Jamie Lowe
Review Period:	Annual
Issue Date:	15 July 2024
Next Review:	01 February 2026
Document Name:	Service user Privacy Notice
Document Version:	1.0
Document Class:	Policy
Document Classification	Public
Distribution	
	CIC Board
	CIC Employees
✓	Service Users
Date	Updates
25 June 2024	Draft
15 July 2024	Reviewed – major update
29 October 2025	Minor Update

# Service User Privacy Notice

Classification: Public

Version: 1.0

Publish Date: 15 July 2024

## 1. Introduction

Trans Support Hub CIC organises LGBTQ+ clothes swaps. Trans Support Hub CIC is committed to respecting your privacy. This notice explains how Trans Support Hub CIC may use the personal information we collect before, during and after your relationship with us as a service user.

This notice explains how Trans Support Hub CIC complies with the law on data protection and what your rights are. For the purposes of data protection, Trans Support Hub CIC will be the data controller of any of your personal information as defined in Article 4(7) of UK GDPR.

This notice applies to our current and former Service Users. This policy does not form part of any contract.

References to “we,” “our” or “us” in this privacy policy are to Trans Support Hub CIC 3a College Place, Derby DE1 3DY.

## 2. Contact Details

Trans Support Hub CIC Data Protection Lead oversees our compliance with data protection legislation, and our ICO registration number is C1438206.

Our contact details are the following:

**Telephone:** 07469712299

**Email:** [hello@transsupporthub.co.uk](mailto:hello@transsupporthub.co.uk).

## 3. Information we May Collect from you

When you interact with Trans Support Hub CIC concerning your relationship with us as a service user, you may provide us with, or we may obtain, personal data about you. This may include, but is not limited to:

- Contact details such as name, address, telephone number, email address, title etc.
- Health and safety information.
- Photographs and/or video footage.
- Records of meetings and decisions.
- Information relating to compliments and complaints.
- Information relating to sponsorship.
- Your IP address.
- Website user information (including user journeys and cookie tracking).

## 4. Purpose of Process and the Lawful Basis of Processing

The tables below describe in more detail the data that we collect for each of these purposes, the lawful basis for doing so, and the period for which we will retain each type of data.

## Service User Privacy Notice

Data Collected	Purpose	Lawful Basis	Data Sharing	Retention Period
Name Email address Message IP address	To reply to queries made through our website contact forms	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>• Hosting provider.</li> </ul>	12-months
Name Email address Telephone number	To provide appropriate online or email information about products and services that you have requested.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Consent</li> <li>• Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising system.</li> <li>• Where necessary, with professional services.</li> </ul>	12-months
Name Address	To process purchase transactions for products,	<ul style="list-style-type: none"> <li>• Contract</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising system.</li> </ul>	6-years
Email address Telephone number Payment IP address Payment card information	<p>services or donations and to ensure any transaction issues can be dealt with.</p> <p>To fulfil purchase requests using payment cards</p>		<ul style="list-style-type: none"> <li>• Payment card provider, in line with PCI DSS.</li> </ul>	
Name Email address Telephone number	To communicate with you about any issue that you raise with us, or which follows from an interaction between us.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Consent</li> <li>• Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising system.</li> <li>• Where necessary, with professional advisors.</li> </ul>	Relevant statutes of limitation.
Name Email address Photo / video	<p>To capture and summarise the content of each event.</p> <p>Where an image identifies a person, consent to publish will be obtained.</p>	<ul style="list-style-type: none"> <li>• Legitimate Interest</li> <li>• Consent</li> </ul>	<ul style="list-style-type: none"> <li>• Photographers / professional services.</li> <li>• Where necessary, with professional advisors.</li> </ul>	12-months
Name Telephone number Email address	To develop existing and new products that meet the expectations and requirement of our service users.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising system.</li> <li>• Where necessary, with professional advisors.</li> </ul>	<p>12-months</p> <p>Anonymised statistical data may be kept indefinitely</p>
Company Name Full name Telephone number Email address Position Department Office Address	To provide corporate / personal sponsorship at one of our events.	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legitimate Interest</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising system.</li> <li>• Where necessary, with professional advisors.</li> </ul>	12-months

### 5. Recipients of Personal Data and International Transfers

Trans Support Hub CIC is required to transfer the personal information provided by its service users to third parties to fulfil contractual obligations.

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

## Service User Privacy Notice

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

The following are categories of recipients that service user information could be transferred to:

Data Processor	Nature of Processing	Categories of Personal Data	Location of Data	Security Measures
Microsoft O365	Productivity Apps (Outlook, Word, Excel, PowerPoint, Teams etc).	Personal data is contained in emails created by service user and stored in applicable cloud products.	UK	<a href="#">Microsoft compliance</a>
Crowdfunder	Cloud fundraising system	Personal data contained in service user, doner and supplier payment transactions and profiles.	UK	<a href="#">Crowdfunder Privacy Policy</a>
Rainbow Lottery	Cloud fundraising system	Personal data contained in service user, doner and supplier payment transactions and profiles.	UK	<a href="#">Rainbow Lottery Privacy Policy</a>
GoDaddy	Cloud website hosting provider	Personal data contained in message forms created by service user and stored in applicable cloud products.	UK	<a href="#">GoDaddy Privacy Policy</a>

### 6. Your Rights In Relation To This Processing

As an individual, you have certain rights regarding our processing of your personal data, including a right to complain to the Information Commissioner as the relevant supervisory authority.

For more information on your rights, please see 'Your rights as an individual'.

**Right of Access:** You have the right to obtain confirmation from Trans Support Hub CIC as to whether personal data concerning you are being processed and, where that is the case, access to that data.

**Right to Rectification:** You have the right to oblige Trans Support Hub CIC to rectify inaccurate personal data concerning you. Considering the purposes of the processing, you have the right to have incomplete personal data completed by providing a supplementary statement.

**Right to Erasure (Right to be Forgotten):** You have the right (under certain circumstances, but not all) to oblige Trans Support Hub CIC to erase personal data concerning you.

**Right to Restriction of Processing:** You have the right (under certain circumstances, but not all) to oblige Trans Support Hub CIC to restrict the processing of your personal data. For example, you may request this if you are contesting the accuracy of personal data held about you.

**Right to Data Portability:** You have the right (under certain circumstances, but not all) to oblige Trans Support Hub CIC to provide you with the personal data about you that you have provided to Trans Support Hub CIC in a structured, commonly used, and machine-readable format.

You also have a right to oblige Trans Support Hub CIC to transmit those data to another controller.

**Right to Withdraw Consent:** If the lawful basis for processing is consent, you have the right to withdraw that consent.

**Right to Object to Direct Marketing:** Where your personal data are processed for direct marketing purposes, you have the right to object at any time to the processing of your personal data for marketing, which includes profiling to the extent that it is related to such direct marketing.

**Rights in Relation to Automated Decision-Making and Profiling:** Trans Support Hub CIC does not perform any automated decision-making based on personal data that produces legal effects or similarly affects you.

## Service User Privacy Notice

You should note that some of these rights, for example, the right to require us to transfer your data to another service provider or the right to object to automated decision-making, may not apply as they have specific requirements and exemptions which apply to them, and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision-making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute.

If you wish to exercise any of your rights concerning your personal data, you should contact Trans Support Hub CIC's Data Protection Officer at the address shown above. If you are not satisfied with the response you receive, you have the right to complain with the supervisory authority. In the United Kingdom this is Information Commissioner's Office:

Information Commissioner's Office
Telephone: 0303 123 1113
Email: <a href="mailto:casework@ico.org.uk">casework@ico.org.uk</a>
Web: <a href="https://ico.org.uk/for-the-public/">https://ico.org.uk/for-the-public/</a>
Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by telephone at 07469712299 or by email at [hello@transsupporthub.co.uk](mailto:hello@transsupporthub.co.uk).