



Privacy Policy

The Block Armed Forces Foundation

Registered Charity No: **1205854**

Address: **241–243 Walton Road, Liverpool, L4 4AR**

Last updated: July 2025

1. Who We Are

The Block Armed Forces Foundation ("we", "our", "us") is a UK registered charity supporting members of the Armed Forces community, including veterans and their families, through accommodation support, welfare services, and related assistance.

We are committed to protecting your personal data and respecting your privacy in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

For data protection purposes, we are the **Data Controller** of the personal information you provide to us.

Contact details:

The Block Armed Forces Foundation

241–243 Walton Road

Liverpool

L4 4AR

Email: support@theblockaff.org

Phone: 0151 2814837

2. The Information We Collect

Depending on how you interact with us (as a beneficiary, donor, volunteer, supporter, or partner), we may collect the following types of personal data:

a) General personal information

- Name
- Date of birth
- Address
- Email address
- Telephone number
- Emergency contact details

b) Beneficiary (service user) information

Where we provide accommodation or welfare support (for example to veterans experiencing housing difficulties), we may collect:

- Service history (where relevant to support eligibility)
- Housing status and history
- Financial circumstances (income, benefits, debts)
- Family and household details
- Risk assessments and support needs
- Case notes relating to support provided

c) Special category (sensitive) data

Where necessary to provide appropriate support, we may process:

- Physical or mental health information
- Disability information
- Information about safeguarding concerns
- Information relating to substance misuse or vulnerability

This information is only collected when necessary and handled with strict confidentiality.

d) Donor and supporter information

- Name and contact details
- Donation history
- Gift Aid status
- Communication preferences

e) Volunteer and staff information

- Contact details
- References and background checks (including DBS where required)
- Training records
- Role-related information

f) Website usage information

When you use our website, we may collect:

- IP address
- Browser type
- Pages visited
- Cookies data (see Section 10)

3. How We Collect Your Information

We collect information:

- Directly from you (forms, applications, emails, phone calls, meetings)

- From referral partners (with your consent or where legally permitted)
- From public sources (e.g., Companies House, Charity Commission, social media where appropriate)
- Through our website and online forms

4. How We Use Your Information

We use your personal data to:

- Assess eligibility for our services
- Provide accommodation, welfare, and support services
- Manage safeguarding and risk
- Communicate with you about your support
- Manage donations and claim Gift Aid
- Recruit and manage staff and volunteers
- Improve our services
- Comply with legal and regulatory requirements
- Report to funders (usually in anonymised form)

We **do not sell** your personal data to third parties.

5. Lawful Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Consent** – where you have clearly agreed (e.g., marketing communications)
- **Contract** – where processing is necessary to provide services
- **Legal obligation** – to comply with charity law, safeguarding, and financial regulations
- **Legitimate interests** – to run and improve our charity, provided your rights are not overridden
- **Vital interests** – where necessary to protect someone's life
- **Substantial public interest** – for safeguarding and support of vulnerable individuals

For special category data (e.g., health), we rely on:

- Explicit consent, or
- Provision of health or social care, or
- Safeguarding of individuals at risk

6. Who We Share Information With

We may share your data, where necessary, with:

- Local authorities and housing providers
- Health and social care professionals
- Safeguarding agencies

- Funders (usually anonymised or with consent)
- Professional advisers (legal, financial, IT)
- Regulatory bodies (e.g., Charity Commission, HMRC)

All partners are required to keep your information secure and use it only for legitimate purposes.

7. How We Keep Your Information Safe

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

- Secure, password-protected systems
- Restricted access to sensitive information
- Staff training on data protection
- Confidentiality policies
- Secure storage of paper records

8. How Long We Keep Your Information

We only keep personal data for as long as necessary, including:

- Beneficiary records: typically up to **6 years** after support ends (longer where safeguarding requires)
- Financial records: **6 years** (legal requirement)
- Volunteer and staff records: in line with employment law
- Donor records: while you remain an active supporter

After this, data is securely deleted or anonymised.

9. Your Data Protection Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Restrict processing
- Object to processing
- Withdraw consent at any time (where consent is the basis)
- Complain to the Information Commissioner's Office (ICO)

ICO contact: www.ico.org.uk or 0303 123 1113

10. Cookies and Website

Our website may use cookies to improve user experience and analyse traffic. You can control cookies through your browser settings. A separate Cookie Policy may apply.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available from us on request or via our website.

Review Date July 2026