

DATA PROTECTION & PRIVACY POLICY

This Data Protection & Privacy Policy applies to information North Memorial Homes collects about individuals who interact with our organisation. It explains what personal information we collect and how we use it.

If you have any comments or questions about this policy, feel free to contact us at enquiries@northmemorialhomes.co.uk

1. Personal data that we process

The following table explains the types of data we collect and the legal basis, under current data protection legislation, on which this data is processed.

Purpose	Data (key elements)	Basis
Enquiring about our organisation and its work	Name, email, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Trustee appointments	Name, full contact details, date of birth and nationality	Legitimate interests – we are required to enter this information on the Charity Commission's database of Trustees.
Residents	Name, full contact details, date of birth and nationality	Legitimate interests – we are required to enter this information on the Charity Commission's database of Trustees.

2. How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table above.

For example, we may use your personal information to:

- reply to enquiries you send to us.
- maintain proper governance records of our charity.



North Memorial Homes uses the administration services provided by Charity Link to manage our day-to-day correspondence including Trustee correspondence. Charity Link is the Data Controller for the personal data we collect.

3. When we share your data

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party.
- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third-party data processors; or
- we are required by law to share your data.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

4. How long we keep your data

We take the principles of data minimisation and removal seriously. We will only ever ask for the minimum amount of data for the associated purpose and will delete that data promptly once it is no longer required.

Where data is collected on the basis of consent, we will seek renewal of consent at least every three years.

5. Rights you have over your data

Your rights include:

- Where data processing is based on consent, you may revoke this consent at any time.
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where



possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. Review

We may modify this Privacy Policy from time to time. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold who are affected. The current version of the Policy will always be available on request.

7. Further information

To access, review or delete your personal data, or if you have any questions about our Data Protection & Privacy Policy, then please contact:

Email address: enquiries@northmemorialhomes.co.uk

Telephone number: 0116 222 2200

Postal address:

20a, Millstone Lane,

Leicester.

LE1 5JN.

Or,

North Memorial Homes Reception.

North Memorial Homes Hall.

Stoughton Road,

Oadby.

Leics.

LE2 4FL.

If you are not satisfied with the way we have handled your personal data, we would ask that you contact us in the first instance. If you are still not satisfied, you can contact the Information Commissioner's Office: 0303 123 1113 or <https://ico.org.uk/make-a-complaint/> (live chat facility available).

Date policy adopted: April 2025

A handwritten signature in black ink, appearing to read 'MJSCLANKY' with a stylized flourish at the end.