

Privacy and Data Protection Policy

Worklife UK Limited

Privacy and Data Protection Policy

In line with General Data Protection Regulation (GDPR), Worklife UK Limited has looked at all the personal information that we collect and keep about the people who are our clients, the people who volunteer with us, the people who support us and the people who work for us. We have done this to make sure everyone knows:

- what we collect
- why we collect it
- how we use it and
- how long we hold on to it for.

If you have any queries about our privacy policy, please email hello@worklifeuk.com or call us on 03301 331 598

It is a fundamental principle for Worklife UK Limited that all personal information received from any clients or partners will be treated by volunteers and staff as confidential and will not be disclosed to third parties without consent, other than in specific, exceptional circumstances. Worklife UK Limited will ensure that all volunteers and staff are aware of and comply with its policy on confidentiality and data protection. We will make sure the most up to date version of this policy is available in our documentation, on our premises and on our website.

Who are we?

Worklife UK Limited (company registration number 13039494) is committed to fostering a positive community and culture within educational, community and entrepreneurial environments. We focus on raising awareness of mental health issues and equipping educators, parents, students, community members and SME business owners with the necessary tools to support one another effectively. By addressing mental health concerns and promoting a supportive community, Worklife UK Limited aims to enhance overall wellbeing within the settings where we work.

Our registered offices are at Kings House, 101-135 Kings Road, Brentwood, Essex, CM14 4DR.

For the purposes of this Policy, 'us', 'we' and 'our' refer to Worklife UK Limited.

What is this policy about?

Worklife UK Limited is committed to protecting your privacy and being transparent about how we use information relating to you. We will only use the information that we collect about you lawfully. This policy, together with our website terms and conditions, tells you about how we collect, use and store your personal information.

Your rights

Under GDPR, you have 8 specific rights when it comes to your personal information:

1. The right to be informed – meaning you should be given clear information about what personal information we keep, why we keep it and how it is used and stored.
2. The right of access – meaning you can ask us for a copy of all the personal information we hold about you and you can ask us questions to make sure that we are processing your information legally.
3. The right to rectification – meaning that if the personal information we have is wrong or incomplete, you can tell us so that we only keep accurate information that you have chosen to share with us.
4. The right to erasure – meaning that you can ask us to erase all your personal information. This is sometimes known as ‘the right to be forgotten’. There are some occasions when we may have a legal obligation or legitimate interest to keep certain information about you, even if you no longer want to be on our records, for example in terms of processing financial information, or keeping records in case of a future claim.
5. The right to restrict processing – meaning that you can ask us to keep your information but only use it for certain purposes, for example you may want to only receive certain types of information from us.
6. The right to data portability – meaning that you can ask for your data to be transferred to another system. This is not something that is currently relevant to our work at Worklife UK Limited, but an example would be if you use a price comparison website to compare different bank accounts, you have the right to tell your current bank to share relevant information with another account provider.
7. The right to object – meaning that if you are unhappy with the way we have processed your data, for example if we keep writing to you when you have asked us not to, you can tell us, and we must respond.
8. Rights in relation to automated decision making and profiling – meaning that we need to tell you if we use any systems which automatically use your personal information without human involvement. There is more information about this and all the other rights on the Information Commissioner's Office website – <https://ico.org.uk>.

What information do we collect?

We collect personal information, or data, each time you interact with us. For example, when you sign up for an assessment, course or event, request information, apply for a job or volunteer opportunity. We also use personal information and data when making reports of our mental health assessments.

We collect information from third parties, for example from organisations that refer you, where you have given your consent, or from apps you may have used to register for Worklife UK Limited courses or assessments such as Google Docs. You may wish to check the privacy policies of these organisations to find out more information on how they will process your data.

When you visit our websites, we also collect anonymised statistical information via Google Analytics, and the analytical tools of our Third-Party platforms and Social Media accounts.

We may collect publicly available information to keep things like online resources updated. We get this information from Companies House or information published by groups and organisations on the internet.

What do we do with your information?

Clients – we use the personal information that you give us to:

- tell you about courses or assessments you might get involved in
- ask your opinion or ideas for improving and developing our services
- share information with other organisations, if you have asked us to, or if we are required by law to share it
- tell you about our work and the difference you help us to make
- invite you to events, such as assistive technology and skill building sessions
- prepare reports on our assessment and course results which may come to you and to, for example, the organisation that has referred you.

We also use your anonymised data to produce statistics about the kind of people we are working with, and to help us to make sure we are providing a fair and equal service to everyone who wants it. This information enables us to answer questions like “do we have more men than women who are clients?” or “what people have been referred by this organisation for this programme?”

You can find more information about this in our Privacy Policy.

Volunteers – we use the personal information that you give us to:

- process your application for a role at Worklife UK Limited
- to keep an ongoing record of the ways you help Worklife UK Limited
- to ensure that you are suitable and qualified for the kind of volunteering are undertaking (e.g. background checks, driver’s licence)
- to pay your expenses (as per our policy)
- provide references at your request should you move on.

We also use your anonymised data to produce statistics about the kind of people who volunteer with Worklife UK Limited, and to help us to make sure we are providing fair and equal opportunities to everyone who wants to volunteer with us. This information enables us to answer questions like “how long do people volunteer with Worklife UK Limited?” or “what is the age spread of people who volunteer with Worklife UK Limited?”

Donors and Supporters – we use the personal data that you give us to:

- thank you for your donations
- process any donations you give to us including claiming gift aid on your donations if authorised by you to do so
- keep a record of the donations you have made
- tell you about our work, and the difference you help us to make
- answer any queries you have.

We also use your anonymised data to produce statistics about the kind of people who support us and to help us to make sure we are good at attracting supporters from all backgrounds. This information enables us to answer questions like “What areas of Southend provide the most support to Worklife UK Limited?”

Job applicants

We use the personal information that you give us (or that your referee gives us) to:

- process your application for a role at Worklife UK Limited
- to get in touch with you and explain the outcome of your application
- your information will only be shared with staff and volunteers involved in the recruitment process.

We also use your anonymised data to produce statistics about the kind of people who apply to work at Worklife UK Limited and to help us to make sure we are good at recruiting staff from all backgrounds. This information enables us to answer questions like “What proportion of minority applicants were shortlisted for job roles in the last 5 years?”.

Employees – we use the personal information that you give us (or that your referee gives us) to:

- fulfil our contractual obligations to you, such as paying you
- to ensure that you are suitable and qualified for the kind of work you are undertaking (e.g. background checks, driver’s licence)
- ensure we are treating you as we have committed to, for example under our sickness absence policy
- provide references at your request should you move on.

Confidentiality & sharing your information

Worklife UK Limited will seek to ensure that all personal information received from any members or partners will be treated as “confidential within Worklife UK Limited”, and will not be disclosed to third parties without the client’s consent (subject to the exceptions mentioned below).

“Confidential within Worklife UK Limited” means that confidential information may be disclosed to Worklife UK Limited staff and, in appropriate circumstances, to Worklife UK Limited directors, board members and volunteers. All records are seen by managers and by admin staff.

It would be appropriate for confidential information to be disclosed to directors when, for example, the information affects a policy decision to be made by directors. It would be appropriate for volunteers to share confidential information with other volunteers where this would benefit Worklife UK Limited work, for example by enabling volunteers to share experiences, seek advice or provide mutual support.

You are able to ask us to share the information we hold on you with another agency, third party or individual.

For more information on this please see Worklife UK Limited Privacy Policy.

Sharing information without your permission

We may also have to share information if it is required by a law enforcement agency or by a regulatory body, for example the HMRC for processing gift aid on donations.

We do not share your information with any other organisations for their marketing purposes.

We may use other organisations to carry out tasks on our behalf (“Third parties”), including processing donations, sending emails (such as using Mailchimp to send our newsletters).

We will provide these organisations with only the information needed to deliver these services, and they are not allowed to use or store your data for any other purpose.

Where and how do we store your personal information?

We will take all reasonable steps to make sure your personal information is managed and stored securely.

We store and process most of our information using secure cloud-based systems and secured servers.

Internally, this is accessed only by appropriate staff and volunteers who are trained suitably.

We restrict access to certain computer drives and files, for example information relating to contact information or financial giving. Some of your information may be stored in hard copy (on paper), for example if you have given us a photocopy of any personal documentation or signed copies of formal paperwork. We do our best to keep paper copies to a minimum and we store hard copies of these documents in locked filing cabinets with restricted access.

In some cases, third parties may have access to your personal information, and where this is the case, we ensure that they are GDPR-compliant. We may use external companies to collect or process personal data on our behalf, for example Mailchimp or our database system. While we take appropriate steps to ensure that information is secure, for example by using encrypted forms, we cannot guarantee that transmission of information over the internet is 100% secure and therefore you submit data at your own risk. Data in cloud-based systems may be processed outside of the European Economic Area (EEA).

By submitting your personal data, you agree to this transfer, storing and processing of your information.

How long do we keep your information?

How long information is kept for is sometimes called ‘data retention’. We will keep your personal information only for as long as we consider it necessary. We have to take into account legal obligations, for example we must keep details for accounting and tax considerations and also consider what is reasonable for the activity in question. If you have any questions about this, please contact us in writing using the contact details provided above.

Updating your details and preferences with us

Please keep your details up to date with us, for example if you change address or telephone number. When you provide us with personal information, we may use the Royal Mail's Postcode Finder or other available sources to confirm this, for example if we are unsure of what you have written on a form. We do not use these sources to access data that you have chosen not to provide to us.

You can change your preferences for which communications you receive from us, and how we contact you, by getting in touch with us at any time.

- by email: hello@worklifeuk.com
- call us on 03301 331 598
- by post: GDPR, Worklife UK Limited, Kings House, 101-135 Kings Road, Brentwood, Essex, CM14 4DR

Accessing and amending your information and preferences

At any time, you can do the following:

- ask for a copy of the personal information we hold about you (this is also known as a Subject Access Request)
- ask us to erase or remove all your personal information
- ask us to restrict how we use your personal information
- object to our use of your personal information
- Your request needs to be in writing and either on paper or in an email is fine. To do any of these, please write to us at:
 - by email: hello@worklifeuk.com
 - by post: GDPR, Worklife UK Limited, Kings House, 101-135 Kings Road, Brentwood, Essex, CM14 4DR

We will act on any requests received within one month of receiving your request unless this request is complex. If it is complex, we will inform you within one month of receiving your request and explain why we need to extend this length of time.

Safeguarding Adults and Children

Worklife UK Limited takes the health and safety of everyone very seriously, which is why we train our staff and volunteers in how to spot and act on signs of abuse, neglect or other types of harm using our Safeguarding Adults and Safeguarding Children policies and risk assessments.

These policies outline:

- the circumstances in which Worklife UK Limited may share information without your prior knowledge or consent, in order to prevent serious harm from taking place
- the way we will do this
- the records we will keep

- the ways we will tell people whose information has been shared
- the steps they can take if they feel Worklife UK Limited volunteers or staff have acted wrongly

If you wish to view a copy of these documents, please contact us as detailed above.

For more information about your rights in relation to the information we hold about you, you can visit the ICO website (<https://ico.org.uk>).

About this Policy

Our Privacy Policy may be amended and updated, and so you may wish to check it whenever you share personal information with us. If we do amend this privacy policy, the most recent version of it will always be available on our website. We may not explicitly inform our users of these changes.

Updates are listed below

Worklife UK Limited commits to updating this policy annually and an overview available to read on our website.

Staff will be informed of policy updates when they occur.

Review: July 2026 or in line with legislative requirements

Signed: Andy Lodge

