

Privacy Notice for Hindu Samaj Northstowe

Version: 1.0

Last updated: 9 February 2026

This Privacy Notice explains how we collect, use, store and share personal information when you engage with Hindu Samaj Northstowe (the “Charity”, “we”, “us”, “our”). It is designed to meet the UK GDPR transparency requirements.

1) Who we are

Legal name: Hindu Samaj Northstowe

Charity number: 1213652

Registered address: 17 Burrows Way, Northstowe, CB24 1AT, United Kingdom

Email (privacy enquiries): hindusamajnorthstowe@gmail.com

Lead Trustee for Compliance & Governance: Ravi Chaliki

2) What this notice covers

This notice applies when you:

- attend our events and activities
- take part in children/young people's sessions
- volunteer or act as a trustee
- donate (including Gift Aid)
- contact us by email or join our WhatsApp groups
- use our website (including forms)

3) The types of personal information we collect

We may collect and use the following:

A) Adults attending events / supporters

- **Identity & contact details:** name, email, phone number, address (where relevant)
- **Event information:** attendance records, dietary requirements, accessibility needs
- **Communications:** messages you send us (email/WhatsApp)

B) Children/young people and parents/guardians

- **Child details:** name, age, school year (where relevant)
- **Parent/guardian details:** name, email, phone number
- **Safety information:** emergency contact details, allergies/medical notes needed for safe participation, collection permissions

C) Volunteers and trustees

- **Contact details and role information**

- **Availability/rota information**
- **Training and supervision notes** (where relevant)
- We currently **do not process DBS checks**.

D) Donors (including Gift Aid)

- **Donation records**: amounts, dates, payment references
- **Gift Aid declarations** (where applicable)

E) Website users

- **Website forms**: information you submit through our site
- **Cookies and similar technologies** (see Section 12)

Special category data (sensitive data): We do not intentionally collect special category data, **except** where limited information is needed to keep participants safe (e.g., allergy information or accessibility needs) or where we must handle safeguarding concerns appropriately.

4) How we collect information

We collect personal information when you:

- fill in **paper sign-in sheets** at events
- complete forms via **Wix**, Google Forms or Microsoft Forms
- email us
- join or message us on WhatsApp groups/broadcast lists
- donate via **CAF**, **Stripe** or Gift Aid processes
- use our website (including cookies)

We store working documents in **Google** Drive and related tools.

5) Why we use personal information

We use personal information to:

- plan and deliver activities and events
- manage bookings, attendance registers and participation
- send service messages (e.g., time changes, safety updates, important event information)
- manage volunteers and trustees (recruitment, roles, rotas, training and supervision)
- take and manage photos/videos (see Section 9)
- manage donations and Gift Aid claims
- maintain safeguarding and welfare support where needed
- handle complaints, incidents and risk management
- meet legal, accounting and regulatory requirements
- report outputs/impact to funders and stakeholders (normally using aggregated or anonymised information where possible)

6) Our lawful bases for processing

UK GDPR requires us to have a lawful basis for using personal data. Our main bases are: **legitimate interests, consent, and legal obligation**.

We typically rely on:

Legitimate interests

Used when it's necessary for us to run community activities safely and effectively, for example:

- managing attendance lists and event administration
- replying to enquiries and keeping service messages running
- managing volunteers and trustees
- general event photography for community reporting (see Section 9)

Consent

Used when you actively choose to opt in, for example:

- close-up identifiable photos of children (parent/guardian consent)
- marketing-type communications (if we run these in future)

Legal obligation

Used when we must comply with the law, for example:

- Gift Aid administration and record keeping
- financial record keeping and audit requirements

Vital interests (rare)

Where urgent action is needed to protect someone's life (e.g., a medical emergency).

7) Who we share information with

We do **not** sell your data.

We may share personal information only when necessary and proportionate, including with:

- our IT and website service providers (e.g., website hosting/forms, cloud storage)
- payment providers for processing donations
- professional advisers (e.g., accountant), where needed for compliance
- venues or event partners **only where required** for safety/admin and only the minimum necessary

Safeguarding / serious incidents

If we believe it is necessary to protect a child or adult at risk, or to comply with law, we may share relevant information with appropriate authorities (e.g., social care, police) following safeguarding best practice and "minimum necessary" principles.

8) International transfers

Some of the tools we use (website, social platforms, cloud providers) may involve processing or storing data outside the UK.

Where an international transfer applies, we will use appropriate safeguards (for example, adequacy decisions or contractual safeguards such as the UK's International Data Transfer Agreement, plus a transfer risk assessment where required).

9) Photos and videos at events

We may take photos/videos at events to:

- share community updates and celebrate activities
- report impact to supporters/funders
- promote future activities

Where we may publish: website, Facebook, Instagram, and sometimes local press/media.

Children and young people

We take extra care:

- **Close-up/identifiable images of children:** published **only with parent/guardian consent**
- **Crowd shots / non-identifying group photos:** may be used under legitimate interests, with clear signage and an easy opt-out approach

You told me you use **photo consent stickers/bands** — we'll reference those in practice:

- We will make reasonable efforts to ensure anyone opting out is not photographed/filmed.
- If you later change your mind, you can ask us to remove an image (see Section 11).

10) How long we keep information

We keep personal information only as long as necessary for the purpose collected, plus any legal/regulatory requirements. The times below are "best practice" starting points and can be refined as you build your retention schedule.

Suggested retention (best-practice defaults)

- **General event registrations / attendance sheets:** keep up to **2 years** (for admin, safeguarding follow-up, complaints/incident context)
- **Children's session registers & parent contact details:** keep up to **3 years** after last attendance (unless safeguarding rules apply)
- **Volunteer and trustee contact/role records:** keep up to **2 years** after role ends
- **Complaints and incident records (non-safeguarding):** keep up to **6 years**
- **Gift Aid declarations/records:** keep for **6 years after the most recent donation you claimed Gift Aid on** (and longer if HMRC queries are ongoing)
- **Safeguarding/child protection records:** keep in line with recognised safeguarding record retention guidance (often **years after last contact**, depending on context and risk)
- **Photos/videos:** keep for **up to 5 years**, then review (keep longer only where there's a clear archive/public benefit reason and it remains appropriate)

If a record relates to an unresolved issue (complaint, safeguarding, insurance), we may retain it longer until the matter is fully closed.

11) Your data protection rights

You have rights under UK GDPR, including:

- access to your personal data
- correction of inaccurate data
- deletion (in certain circumstances)
- restriction of processing (in certain circumstances)
- objection to processing based on legitimate interests
- data portability (in certain circumstances)
- withdrawal of consent (where consent is the basis)

How to make a request: email us at hindusamajnorthstowe@gmail.com

We may need to confirm your identity before acting on a request.

If you are unhappy with how we handle your information, you can complain to the **Information Commissioner's Office**.

12) Website cookies and analytics

Our website may use cookies and similar technologies for essential site functionality and (where enabled) performance/analytics.

- We will provide a cookie banner and information about cookies used.
- Where required, we will seek consent for non-essential cookies.

13) Keeping personal information secure

We take reasonable and proportionate measures to protect personal data. Examples include:

- limiting access to trustees/authorised volunteers on a need-to-know basis
- using strong passwords and enabling 2-factor authentication on key accounts where available
- using reputable cloud tools rather than sharing personal data widely via messages
- securely disposing of paper records when no longer needed

(Your internal “Data Protection / GDPR Policy” can include the detailed operational steps, roles, breach process and access rules.)

14) Changes to this Privacy Notice

We may update this notice from time to time. The latest version will be posted on our website with the “Last updated” date at the top.