

# Privacy Notice

## Privacy Notice 2025

---

Adopted: February 2025

Reviewed:

Next review: February 2030

## There for You (UNISON Welfare) Privacy Notice

There for You is the working name of UNISON Welfare (“we”, “us”, “our”), a registered charity supported by UNISON the trade union. UNISON Welfare is committed to safeguarding the privacy of everyone who uses our services. This privacy notice describes how we will collect and use your personal data in accordance with applicable data protection legislation and tells you about your privacy rights and how the law protects you. This policy applies to you if you engage with our organisation as a member, volunteer, supporter, employee, donor or attendee to any of our events.

This privacy notice does not cover the processing of personal data by UNISON the trade union, including personal data collected through cookies and/or similar technologies by UNISON the trade union when you visit this website (<https://www.unison.org.uk/>). Please click here <https://www.unison.org.uk/cookies-policy/> to see UNISON the trade union’s cookies policy which contains information on what cookies are used and why. Please click here <https://www.unison.org.uk/privacy-policy/> to see UNISON the trade union’s own privacy notice

## Important information and who we are

UNISON Welfare is the controller of your personal data for the purposes of the data protection legislation. This means we are responsible for deciding how we hold and use your personal data. We are required under the data protection legislation to notify you of the information contained in this privacy notice.

It is important that you read this privacy notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you, so that you are aware of how and why we are using your data and what your rights are under the data protection legislation. This privacy notice supplements other notices and privacy policies and is not intended to override them.

The Head of UNISON Welfare is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise ‘*Your legal rights*’, please contact the Head of UNISON Welfare using the details set out below.

## Contact details

If you have any questions about this privacy notice or our privacy practices, please contact the Head of UNISON Welfare, in the following ways:

**Full name of legal entity:** UNISON Welfare

**Email address:** [thereforyouprivacyenquiries@unison.co.uk](mailto:thereforyouprivacyenquiries@unison.co.uk)

**Postal address:** UNISON Centre, 130 Euston Road, London, NW1 2AY

You have the right to make a complaint at any time to the Information Commissioner's Office (“ICO”), the UK regulator for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, welcome the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

## Changes to the privacy notice and your duty to inform us of changes in your details

We keep our privacy notice under regular review. We will notify you of any changes by posting the new privacy notice on this page. You are advised to review this privacy notice periodically for any changes. This version was last updated in January 2025.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. More information on how to do so can be found in the '*Your legal rights*' section below.

### **Third party links**

We may include links to third party websites, plug-ins and applications, including 'social media buttons' such as share buttons for Twitter, and Facebook 'Like' buttons. We also use a number of external web services on our website, mostly to display content within our web pages, such as using Flickr to display images and YouTube to embed video content.

When you click on those links and buttons or enable those connections, these third party sites may collect and use information about you. We do not control these third party websites and are not responsible for their privacy policies. We encourage you to check the respective privacy policies of these third party sites to see exactly how they may use your information.

### **Automated decision making**

Automated decision making takes place when an electronic system uses personal data to make a decision without human intervention. We only use automated decision making to make decisions which have a legal or significantly similar effect on you in the following circumstances:

- Where we have notified you of the decision and given you 21 days to request a reconsideration.
- Where it is necessary to perform the contract with you and appropriate measures are in place to safeguard your rights.
- In limited circumstances, with your explicit written consent and where appropriate measures are in place to safeguard your rights.

If we make an automated decision on the basis of any special category personal data, we will only do so where we have your explicit written consent or it is justified in the public interest, and we will also put in place appropriate measures to safeguard your rights.

You will not be subject to decisions that will have a legal or significantly similar effect on you based solely on automated decision making, unless we have a lawful basis for doing so and we have notified you.

We do not envisage that any decisions that will have a legal or significantly similar effect on you will be taken about you using automated means, however we will notify you in writing if this position changes.

### **Your legal rights**

We aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your personal data without having to exercise your legal rights. To update your personal data please contact [thereforyouprivacyenquiries@unison.co.uk](mailto:thereforyouprivacyenquiries@unison.co.uk) to request the required changes.

Under certain circumstances, you have rights under data protection legislation in relation to your personal data. These rights are:

- **The right to be informed** – this means we must inform you how we are going to use your personal data. We do this through this privacy notice and by informing you how your data will be used each time we collect it.
- **The right of access to your personal data** – you have the right to access a copy of your personal data (i.e. data that is about you) that we hold and to check that we are lawfully processing it. This is commonly called a “subject access request”. Please be as specific as possible with regards to what of your personal data you are requesting a copy of.
- **The right to correction of the personal data we hold about you** – if you think the data we hold on you is incomplete or incorrect, tell us so we can put it right. Though we may need to verify the accuracy of the new data you provide to us.
- **The right to erasure of your personal data** – you have the right to request that we delete your data where there is no good reason for us to continue processing it. You also have the right to ask us to delete your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with a legal requirement. Please note, however, that we may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you, if applicable.
- **The right to restrict processing of your personal data** – this enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - If you want us to establish the accuracy of the data.
  - Where our use of the data is unlawful but you do not want us to erase it.
  - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
  - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **The right to request the transfer of your personal data to you or a third party** – you have the right to obtain and reuse your personal data for your own purposes across different services. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Please note that this right only applies to automated information (i.e. excluding paper files) which you initially provided consent for us to use or where we used the information to perform a contract with you.

- **The right to object** – you have the right to object to any processing where we are relying on a legitimate interest (or those of a third party) as the lawful basis for the processing of your personal data and there is something about your particular situation which makes you want to object to processing on this ground on the basis that it impacts on your fundamental rights and freedoms. In some cases, we may demonstrate that we have compelling legitimate ground(s) to process your information which override(s) your rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **The right to withdraw consent at any time** – you may withdraw your consent where we are relying on it to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please email [thereforyouprivacyenquiries@unison.co.uk](mailto:thereforyouprivacyenquiries@unison.co.uk).

### International transfers

We do not transfer your data outside of the UK. If in future we do need to transfer your data outside of the UK, we will only do so if adequate protection measures are in place in compliance with data protection legislation.

### Data security

UNISON Welfare takes data security extremely seriously. We have put in place appropriate security measures to protect your personal data against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

### Data retention

#### How long we will keep your personal data for

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements.

For any details on our retention periods, please contact: [thereforyouprivacyenquiries@unison.co.uk](mailto:thereforyouprivacyenquiries@unison.co.uk) to request a copy.

### Personal data collected, how and why we collect it, and on what lawful basis

Please click on the relevant appendices below

[Appendix 1 – Human Resources](#)

[Appendix 2 – Members and Member Partners](#)

[Appendix 3 – Fundraising and Marketing](#)

## APPENDIX 1 – Human Resources

### ***Job applicants and current and former employees, trustees, volunteers***

#### **1. How and when do we collect information about you?**

You provide personal data to UNISON the trade union directly during the recruitment period and subsequently upon the start of your employment/engagement. In some cases, data may be collected about you from third parties, such as employment agencies or former employers when gathering references.

#### **2. What types of information is collected about you and who provides it?**

We keep several categories of personal data on our employees/job applicants/trustees in order to carry out effective and efficient processes. Specifically, depending on your type of engagement with There for You or UNISON the trade union, we may process the following types of data:

- a. personal details such as name, address, phone numbers
- b. name and contact details of your next of kin
- c. your photograph, your gender, marital status
- d. footage of the organisation events where you may appear
- e. information of any disability or other medical information you have disclosed
- f. right to work documentation
- g. information gathered via the recruitment process such as that included in a CV, cover letter or application form, references from former employers, details on your education and employment history etc
- h. National Insurance number, bank account details and tax codes
- i. information relating to your employment with us (e.g job title, job description, salary, terms and conditions of the contract, annual leave records, appraisal and performance indication, formal and informal proceedings involving you such as letters of concern and disciplinary, disciplinary and grievance proceedings.
- j. internal and external training modules undertaken
- k. information on time off from work including sickness absence, family related leave etc
- l. IT equipment use including telephones and internet access
- m. your biography and picture
- n. tenancy agreements

We may also process special category of data which include health information, sexual orientation, race, ethnic origin, political opinion, religion, trade union membership, genetic and biometric data. We may also process criminal records information if the role involves a DBS check.

### **3. How is the information used?**

We are required to use your personal data for various legal and practical purposes for the administration of your contract of employment or your volunteer/ trustee agreement, without which we would be unable to employ/engage you. Holding your personal data enables us to meet various administrative tasks, legal obligation or contractual/agreement obligation. We process information in relation to the DBS for our safe recruitment practices.

### **4. Lawful basis for processing**

We mainly use 'contractual obligation' as a lawful basis for processing personal data for employees and job applicants. We mainly use 'legitimate interest' for trustees. We may also have legal obligation in order to process and share your data, for example we need to share salary information to HMRC or use some of your data to enrol a new employee on a pension scheme.

We may rely on our legitimate interest for processing activity such as keeping supervision and appraisal records; using your image, bio and videos/pictures of the organisations' events where you may appear on our website or marketing/fundraising materials such as bulletins to promote the charity.

Some special categories of personal data, such as information about health or medical conditions is processed in order to carry out employment law obligations (such as those in relation to colleagues with disabilities and for health and safety purposes). We may also process other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief for the purposes of equal opportunities monitoring.

When processing criminal records (for example, in order to perform DBS checks), the organisation relies on the lawful basis of legitimate interest. When processing special category of data and criminal records, we rely on additional conditions of the UK GDPR and DPA 2018.

### **5. How long do we keep your data?**

We only keep your data for as long as we need it for, which will be at least for the duration of your employment/engagement with us though in some cases we will keep your data for a period of six years after your employment/engagement has ended. If you've applied for a vacancy but your application hasn't been successful, we will keep your data only for 12 months.

Some data retention periods are set by the law. Retention periods can vary depending on why we need your data. Please contact us using the details above if you want to know more about retention periods.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

## **6. Confidentiality - who do we share your data with?**

Personal data in relation to your salary is shared with HMRC as part of our legal obligation. Personal data may be shared with third parties for the following reasons: for the administration of payroll, pension, HR functions and administering other employee benefits. When sharing information with third parties, we have data sharing, processor agreements or contracts in place to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

## **APPENDIX 2 – Members and Member Partner**

### **1. How we collect information about you?**

UNISON Welfare get access to this information when you engage with the charity to get help and advice from us, apply for assistance, make a complaint or give us feedback. UNISON the trade union may collect the following information about you when you engage with the organisation:

- We could also receive information on you from third party referrers or UNISON Debtline. The data includes: name, data of birth, gender, employment status, ethnicity, religion, contact details, health information, trade union membership, migrant status, safeguarding information etc.
- There may be additional information taken to assess your financial status for the purposes of providing appropriate services such as rent, income, savings and expenditure, debt advice received, occupational therapist reports, medical and bereavement costs as well as criminal offence data.
- The primary membership information is provided to us by UNISON the trade union when you engage with UNISON Welfare - There for You, the charity organisation, for its services. We may also collect information through case studies.

### **2. How is your information used?**

We may use your personal information to

- Carry out an assessment of your needs;
- Provide appropriate support services ;
- Provide progress reports to funders;
- Monitor and manage risk;
- Safeguarding

### **3. Lawful basis for processing**

We mainly rely on legitimate interest as our lawful basis for processing your personal data for the main support services we provide and contacting you with any matters relevant to your application/engagement with us. When we process special category of data and criminal records, the lawful basis is substantial public interest read with conditions from the data protection legislation. To contact third parties for discussion relevant to your application or inform your local UNISON Branch Welfare Officer, we rely on your consent.

For case studies or featuring your story in our materials, we rely on your consent. For any statistical evaluation purposes, we rely on our legitimate interest.

### **4. How long do we keep your data for?**

We retain the personal data of all service users for a period in line with our retention policies. If you would like to know more about this, please contact us at the email address above.

### **5. Confidentiality, data sharing and safeguarding**

We may share or store your data with third parties that are involved in providing support to our members. These organisations act as data processors, and process such data on our behalf: UNISON Direct, UNISON Croyde Bay Holiday Resort, PayPlan, C Supplies and Huggg.

When sharing information with funders, we will provide information anonymously.

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concerns with the authorities. In such circumstances, we apply vital interest and legitimate interest as our lawful basis. Data subjects' rights and other UK GDPR provisions may be restricted when concerning personal data processed in these circumstances. Exceptions and exemptions are applied on a case by case basis.

We may share your personal data with third parties when the law allows us to do so. By third parties, we mean organisations that are not UNISON Welfare. When we share your data, we only share the minimum required for the purpose of the data processing. We may share your data with professional advisers such as consultants, legal and finance advisors etc and other charities.

## APPENDIX 3 – Fundraising and Marketing

### Information we collect:

#### When you make a donation

Information is provided by you via a donation form on our website or via third party donation platforms (e.g Just Giving). The information gathered may be: name, email address, Gift Aid sign up, company name if donation made by an organisation, donation details, reasons to engage, postal address.

This information allows us to process your donation, and deal with any potential enquiry. We rely on our legitimate interest to process this data. If you agree that we can claim Gift Aid on your donations we are legally required to keep a record of the claim and your Gift Aid declaration. If you are donating using a third party, please also refer to the privacy notice published on their websites.

#### When you sign up to our events

Information is mainly provided by you when you engage as an attendee for the fundraising events held by the charity. The information gathered may be: name, email address, company name if applicable, donation/payment details, reasons to engage, postal address, contact preference.

This information allows us to administer your sign up, process payments, and deal with any potential enquiry. We rely on the legitimate interest to process this data.

During these types of events, we may also take photographs and video recording of people attending where you may be included. This information allows us to showcase our work and have an effective external communication. We rely on our legitimate interest to process this data. If you are signing up to an event using a third party, please also refer to the privacy notice published on their websites.

#### When you sign up for our lottery

Our lottery management is handled by Sterling Lotteries. Any personal data involved in the transaction is collected and processed by that organisation. For any further details, please review their [privacy notice](#).

#### When you show interest in supporting us (e.g through a gift in your will or a pledge) and you decide to contact us

Information is provided mainly by yourself, via online forms or phone/email conversation with us. The information gathered may be: occupation, title, details of any correspondence had with ourselves, date of birth, fundraising appeals responses, event participations with us, details of your reasons to engage with us. This information allows us deal with your enquiry and show you how to get engaged. We rely on our legitimate interest to process this data.