

Privacy Policy

Matthew Ryan Second Chance CIC

Last updated: 25 September 2026

Matthew Ryan Second Chance CIC (“we”, “us”, “our”) is a Community Interest Company registered in England and Wales. We are committed to protecting your privacy and handling your personal data responsibly and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, make a referral, join a programme, partner with us, or support our work.

1. Who is responsible for your data?

Matthew Ryan Second Chance CIC is the data controller.

If you have any questions about this policy or how we handle your data, please contact us at:

2. What information do we collect?

- **Contact details** – name, email address, phone number, postal address
- **Referral information** – details about a young person being referred (including name, age, contact details, and relevant background information)
- **Programme information** – details you provide when applying to or joining one of our programmes
- **Organisation details** – if you represent a school, local authority, charity or business
- **Donation and payment information** – when you support us financially (processed securely by third-party providers)
- **Website usage data** – IP address, browser type, pages visited, and cookies (see section 7)
- **Any other information** you choose to share with us via forms, email or phone
- We only collect information that is necessary for the purpose you have contacted us about.

3. How we use your information

- Respond to enquiries and process referrals
- Deliver and administer our programmes and support
- Communicate with you about our work, events and opportunities (where you have given consent or where we have a legitimate interest)
- Process donations and issue acknowledgements
- Improve our website and services
- Comply with legal and safeguarding obligations
- Protect the safety and wellbeing of young people
- **We will never sell your personal data.**

4. Legal basis for processing

- **Consent** – where you have given clear permission (e.g. newsletter sign-up)

- **Contract** – when processing is necessary to deliver a programme or service you have requested
- **Legitimate interests** – for example, improving our services or communicating about our work in a way that does not override your rights
- **Legal obligation** – where we are required to process data for safeguarding, financial or regulatory reasons
- **Vital interests** – in rare cases where processing is needed to protect someone's life or safety

5. Sharing your information

We only share personal data when necessary and with appropriate safeguards. This may include:

- **Staff and volunteers** who need the information to deliver our work
- **Partner organisations** involved in supporting a young person (with appropriate consent or legal basis)
- **Service providers** who help us operate (e.g. website hosting, email systems, payment processors) under strict data processing agreements
- **Statutory agencies** where we have a safeguarding or legal duty to share information
- We do not share your data with third parties for marketing purposes.

6. Data relating to young people

Because we work with young people aged 16–25, we take extra care with their data.

- We only collect the minimum information needed
- We follow strict safeguarding procedures
- Where a young person is under 18, we will usually involve a parent, carer or referring professional as appropriate
- We store sensitive information securely and limit access to those who need it

7. Cookies and website data

Our website uses cookies and similar technologies to:

- Make the site work properly
- Understand how visitors use the site
- Improve performance and user experience
- You can control cookies through your browser settings. Essential cookies are required for the site to function.

8. How long we keep your data

We only keep personal data for as long as necessary for the purpose it was collected, or as required by law or safeguarding guidance.

- **Typical retention periods:**
- **General enquiries** – up to 2 years
- **Programme and referral records** – in line with our safeguarding and record-keeping policy
- **Donation records** – as required by financial regulations
- **Marketing preferences** – until you unsubscribe or withdraw consent

9. Your rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (in certain circumstances)
- Restrict or object to processing
- Data portability
- Withdraw consent at any time (where processing is based on consent)
- Lodge a complaint with the Information Commissioner's Office (ICO)
- To exercise any of these rights, please contact us using the details above.

10. Data security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. This includes secure systems, limited access, and staff training.

11. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website with the updated date.

12. Contact us

Matthew Ryan Second Chance CIC

Email: gotthismovement@gmail.com

You also have the right to contact the Information Commissioner's Office (ICO) at www.ico.org.uk if you are unhappy with how we have used your data.