



The Rise Up Community CIC &
The Rise Up Enterprise Limited
Privacy Policy

Our contact details.

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Phone Number: 07407384243

E-mail: sing@theriseupproject.org.uk

www.theriseupproject.org.uk

The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Address
- Personal financial information (bank details for paying members)
- Website user stats (for example number of site visits)
- Notes on your progress by group leaders as well as feedback you give us. (including testimonials)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- As part of your sign-up process
- To ensure we offer you the best experience on your journey.
- To allow us to offer you the correct support throughout your journey.
- Identify areas of interest to tailor your experience and support given.

We do not share this information with any other agencies without your full consent, the aim of our project is to partner with other charity/voluntary and community organisations to offer any tailored support that we cannot offer in house.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting Chris Gray on 07407384243.

(b) We have a contractual obligation.

How we store your personal information

Your information is securely stored.

We keep your information you provide us for as long as you are a member. We will then dispose of your information 6 months after your membership is cancelled by removing all data securely from our database.

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at sing@theriseupproject.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at sing@theriseupproject.org.uk – Chris Gray - 07407384243

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>