



PRIVACY POLICY

PREPARED BY
SARVI CHAHAL

EFFECTIVE DATE
SEPTEMBER 2026

☎ 07469 521301

✉ sarvi.chahal@cultureandwellbeing.org

🌐 www.cultureandwellbeing.org

Privacy Policy

Policy Owner	Sarvi Chahal, Founder / CEO
Organisation	Culture and Wellbeing CIC
Primary Community Venue	Ickenham Village Hall, 33 Swakeleys Road, Ickenham, Uxbridge UB10
Effective Date	September 2026
Review Date	September 2027
Review Frequency	Annually, or sooner following a serious incident or relevant change

At Culture and Wellbeing CIC, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains what personal information we may collect, why we collect it, how we use and protect it, who we may share it with, and the rights you have in relation to your personal information.

1. Who We Are

Culture and Wellbeing CIC is a community-focused organisation that brings people together through cultural, creative, social and wellbeing activities.

For the purposes of UK data protection law, Culture and Wellbeing CIC is responsible for the personal information that it collects and uses in connection with its activities.

Organisation: Culture and Wellbeing CIC

Website: www.cultureandwellbeing.org

Email: [INSERT CONTACT EMAIL]

Address: [INSERT BUSINESS/REGISTERED ADDRESS]

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us using the details above.

2. Information We May Collect

Depending on how you interact with us, we may collect information such as:

- Your name
- Email address
- Telephone number
- Address, where necessary
- Information provided when you contact us or complete an enquiry form
- Information provided when registering for an event, activity, workshop or programme
- Attendance and participation information
- Payment or transaction information where applicable
- Emergency contact information where appropriate

- Information you voluntarily provide when giving us feedback
- Photographs, videos or testimonials where appropriate permission has been obtained
- Technical information relating to your use of our website, such as your device, browser and website usage information

We will only ask for information that is relevant to the activity or service being provided.

3. Special Category Information

In some circumstances, particularly in connection with wellbeing activities, accessibility requirements or safeguarding, you may choose to provide information relating to your health or other sensitive personal circumstances.

We recognise that this type of information requires additional protection.

We will only collect and use sensitive personal information where there is an appropriate reason and lawful basis for doing so, and we will take additional care to protect it.

Please avoid providing sensitive personal or medical information through general website contact forms unless it is necessary.

4. How We Collect Your Information

We may collect personal information when you:

- Contact us through our website, email, telephone or social media
- Register for or attend one of our activities, events, workshops or programmes
- Join our mailing or communication lists
- Make a payment or donation
- Complete a feedback form, survey or questionnaire
- Volunteer or work with us
- Participate in photographs, videos or promotional activities with appropriate permission
- Communicate with members of our team
- Use our website

We may also receive personal information from partner organisations where this is appropriate and lawful.

5. How We Use Your Information

We may use your personal information to:

- Respond to enquiries and requests
- Register you for activities, events or programmes
- Communicate important information about activities you are attending
- Manage our relationship with members and participants
- Provide appropriate support and make reasonable adjustments where necessary
- Maintain appropriate safeguarding and health and safety arrangements

- Process payments and maintain financial records
- Send newsletters, updates or information where you have requested them or where we otherwise have a lawful basis to do so
- Improve our activities and services
- Manage volunteers, partnerships and placements
- Meet our legal, regulatory and contractual responsibilities
- Protect the safety, rights and wellbeing of our participants, staff, volunteers and wider community

We will not use your personal information for purposes that are incompatible with the reason it was originally collected unless permitted by law.

6. Our Lawful Basis for Using Your Information

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

- Consent - where you have given us clear permission to use your information for a particular purpose.
- Contract - where using your information is necessary to provide something you have requested or to fulfil an agreement with you.
- Legal obligation - where we need to use or retain information to comply with the law.
- Legitimate interests - where using your information is reasonably necessary for the operation of Culture and Wellbeing CIC and does not unfairly override your rights and interests.
- Vital interests - in limited circumstances where information needs to be used to protect someone's life.

Where special category information is processed, we will also identify an appropriate additional condition under UK data protection law.

7. Marketing and Communications

We may send you information about Culture and Wellbeing CIC activities, events, programmes and opportunities where you have agreed to receive these communications or where we otherwise have a lawful basis to contact you.

Where consent is the basis for these communications, you can withdraw your consent at any time.

You can also ask us to stop sending marketing communications by contacting us.

Administrative messages relating to an activity or event you have registered for are not considered marketing communications.

8. Photographs and Videos

We may take photographs or videos during some Culture and Wellbeing CIC activities and events.

Where appropriate, we will explain how photographs or recordings may be used and obtain the necessary permission before using identifiable images for promotional purposes, including our website, social media or publicity materials.

You can speak to a member of our team if you do not wish to be photographed or recorded.

9. Sharing Your Information

We do not sell your personal information.

We may share limited personal information with trusted organisations or service providers where this is necessary to operate our services. This could include organisations providing website hosting, email, payment processing, event management, IT or professional services.

We may also share information with partner organisations where this is necessary for a particular programme or activity and there is an appropriate lawful basis.

We may disclose information where required by law or where necessary to protect someone from serious harm.

Where third parties process personal information on our behalf, we expect them to protect it appropriately and only use it for the agreed purpose.

10. Keeping Your Information Secure

We take reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

Access to personal information is limited to people who have an appropriate reason to access it.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

11. How Long We Keep Your Information

We will not keep personal information for longer than reasonably necessary.

How long information is retained will depend on why it was collected, our legal and regulatory responsibilities and whether it may be required for safeguarding, financial, contractual or other legitimate purposes.

Information that is no longer required will be securely deleted or disposed of in accordance with our retention arrangements.

12. Your Data Protection Rights

Depending on the circumstances, UK data protection law gives you rights relating to your personal information.

These may include the right to:

- Ask for access to the personal information we hold about you
- Ask us to correct inaccurate or incomplete information

- Ask us to delete your personal information in certain circumstances
- Ask us to restrict how we use your information in certain circumstances
- Object to certain uses of your personal information
- Ask for certain information to be transferred to you or another organisation
- Withdraw your consent where we rely on consent

Not every right applies in every circumstance.

If you would like to exercise any of these rights, please contact us.

13. Children and Young People

Where Culture and Wellbeing CIC works with children or young people, we take additional care when collecting and using their personal information.

We will handle such information in accordance with applicable data protection and safeguarding requirements and seek parental or guardian involvement or consent where appropriate.

14. Cookies and Website Information

Our website may use cookies and similar technologies to help the website operate, understand how it is being used and improve visitors' experience.

Where required, we will ask for your consent before placing non-essential cookies on your device.

Further information can be found in our Cookie Policy.

15. Links to Other Websites

Our website may contain links to websites operated by other organisations.

Culture and Wellbeing CIC is not responsible for the privacy practices of external websites. We encourage you to read the privacy information provided by those organisations when visiting their websites.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our activities, services or legal responsibilities.

The latest version will be published on our website together with the date it was last updated.

17. Concerns or Complaints

If you have concerns about how Culture and Wellbeing CIC has handled your personal information, please contact us first so that we have an opportunity to address your concern.

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

Further information about your data protection rights is available from the Information Commissioner's Office.