



## PRIVACY POLICY

**Agape St Matthew**

**Charitie number: 1216532**

Last updated: 20/03/2026

### **1. Who We Are**

Agape St Matthew is a community charity based in London supporting Latino communities and vulnerable migrants. We provide practical support, advice, and well-being services to individuals and families facing social and economic challenges.

We are committed to protecting your personal data and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **2. Introduction**

This privacy policy explains how we collect, use, store, and protect your personal information when you engage with our services, as well as your rights regarding your data.

### **3. What Information We Collect**

We may collect the following types of personal data:

#### **Basic Information:**

- Full name
- Date of birth (where relevant)

#### **Contact Information:**

- Telephone number
- Email address
- Home address

#### **Service-Related Information:**

- Information about your needs and circumstances
- Records of your participation in our services
- Feedback or communications with us



### **Volunteer & Donor Information:**

- Volunteer involvement
- Donation history

### **4. Sensitive Personal Data**

We may collect sensitive data, including:

- Health or emotional well-being information
- Social or economic circumstances
- Immigration-related information (voluntarily provided)
- Ethnic or cultural background

We only collect this information with your explicit consent or where necessary for safeguarding or legal obligations.

### **5. How We Collect Your Information**

We collect personal information:

- Directly from you (forms, conversations, registrations)
- When you access our services or attend activities
- From partner organisations (with your consent)

### **6. How We Use Your Information**

We use your data to:

- Provide support services, including food bank, clothing support, English classes, advice and guidance, workshops for people aged 55+, and emotional wellbeing support
- Communicate with you
- Refer to other organisations where appropriate
- Manage volunteers and participants
- Monitor, evaluate, and improve our services
- Report to funders (data anonymised where possible)
- Comply with safeguarding and legal obligations



## **7. Legal Basis for Processing**

We process your personal data under the following lawful bases:

- Consent
- Legitimate interests
- Legal obligations
- Vital interests

## **8. Data Storage and Retention**

We store your data securely and only for as long as necessary:

- Service user records: up to 6 years
- Volunteer records: up to 6 years
- Monitoring data: 2–3 years

After this, your data will be securely deleted or anonymised.

## **9. Sharing Your Information**

We do not sell your data.

We may share your information, when necessary, with:

- Partner organisations
- Local authorities
- Professional advisers or funders (anonymised where possible)
- Safeguarding bodies where there is a risk of harm
- Legal or regulatory authorities, when required

## **10. Website and Media**

Our website may collect information through contact forms. Embedded content from third-party websites may collect data independently.

We will always request consent before using photos or media.



## **11. Your Rights**

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

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent at any time
- Data portability

We will respond within one month.

## **12. Complaints**

If you have concerns about how we use your data, please contact us:

Email: [agapestmatt@gmail.com](mailto:agapestmatt@gmail.com)

Location: London, United Kingdom

Phone: **07759 788340**

*You also have the right to complain to the Information Commissioner's Office (ICO).*

## **13. Changes to This Policy**

We may update this privacy policy from time to time.

## **14. Safeguarding**

Agape St Matthew is committed to safeguarding and promoting the welfare of all individuals we support, particularly children, young people, and vulnerable adults.

**We may collect and process personal data where necessary to:**

- Protect individuals from harm, abuse, or neglect
- Respond to safeguarding concerns or disclosures
- Share information with appropriate authorities where there is a risk to an individual's safety

**We may share personal information without consent where:**



- There is a serious risk of harm
- It is necessary to protect a child or a vulnerable adult
- We are legally required to do so

All safeguarding concerns are handled confidentially and in line with UK law. Staff and volunteers receive safeguarding training and follow strict procedures when handling sensitive information.