



Privacy Notice for Service Users

Version 1.0

Version control

Date	Version Number	Changes made
19/09/2025	1.0	Created by Jonathan Aiken based on Privacy Notice For Employees and Privacy Notice for Job Applicants.

Review dates

Date of most recent review: 01/10/2025 – reviewed by Chris Campbell-Kelly and Jonathan Aiken

Due date of next review: October 2026

1. Introduction

Cre8 is aware of its obligations under General Data Protection Regulation (“GDPR”) and domestic data protection legislation and is committed to processing your data securely and transparently. This privacy notice sets out, in line with current data protection obligations, the types of data that we hold on services users at Cre8. It also sets out how we use that information, how long we keep it for and other relevant information about your data.

This notice applies to all service users.

2. Data controller details

Cre8 is a data controller, meaning that it determines the processes to be used when using your personal data. Our contact details are as follows: Cre8 Macclesfield Ltd, 11 Belgrave Road, Macclesfield, Cheshire, SK11 7TW.

3. Data protection principles

In relation to your personal data, we will:

- always gain consent to hold it through a Health and Consent form
- process it fairly, lawfully and in a clear, transparent way;
- collect your data only for reasons that we find proper;
- only use it in the way that we have told you about;
- ensure it is correct and up to date;
- keep your data for only as long as we need it;
- process it in a way that ensures it will not be used for anything that you are not aware of or have consented to (as appropriate), lost or destroyed.

4. Types of data we process

We hold many types of data about you, including:

- your personal details including your name, address, date of birth, email address(es), phone number(s);
- gender;
- emergency contacts, next of kin and their contact numbers;
- medical or health information including whether or not you have a disability;
- pictures, videos, music recordings as agreed on your consent form
- information on any accident or incident report forms.
- Information on any safeguarding forms

- Educational information for young people on our Learning Plus programme including EHCP information.

5. How we collect your data

We collect data about you through:

- Health and Consent forms. These will either be paper copies or through an online form. Data entered in the online form is only stored for less than one week before being entered into Charitylog (see note below about Charitylog). Once in Charitylog, the online form is deleted.
- Pictures, videos, music recordings taken at activities or events
- Information recorded on any accident or incident forms
- Postcode and Name at our Surplus Food Grocery
- Referral form from partners agencies

Personal data is kept on our cloud based system Charitylog, our own IT systems, G-Drive (see note below), and paper copies of H&C forms while still in use are kept in the office.

Charity Log Note:

- Charitylog is a cloud-based CRM system.
- 'CRM' stands for client (or customer) relationship management.
- It helps you keep all your important information in one place - client/service user details, interactions, communications, workflows, outcomes - and run reports on it quickly and easily.
- Charitylog is fully independent, UK-based, owned and run.

G-Drive Note:

- G-Drive stands for Google Drive and can only be accessed by Cre8 Macclesfield Ltd.
- Pictures are stored on G-Drive.
- Personal data from the Health and Consent forms is not stored on G-Drive.

6. Why we process your data

The law on data protection allows us to process your data for certain reasons only

- in order to carry out legally required duties;
- in order for us to carry out Cre8's legitimate interests;

- to protect your interests;
- where something is done in the public interest; where we have obtained your consent;

All of the processing carried out by us falls into one of the permitted reasons.

7. Sharing your data

Your data will be shared within Cre8 where it is necessary.

We only share information beyond Cre8 without a service users' permission when we are legally required to do so usually because we have concerns for a service users safety. .

8. Protecting your data

Cre8 takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

9. How long we keep your data for

In line with data protection principles, we only keep your data for as long as we need it. Retention periods can vary depending on why we need your data, as set out below:

- Health and Consent data which includes personal information will be updated every year for users actively involved in Cre8. The previous years data will be kept indefinitely in case of legal cases.
- Information on accident and incident forms will be kept indefinitely in case of legal cases.
- Information on safeguarding forms will be kept indefinitely in case of legal cases.
- Name and postcode information taken as part of the grocery project will be kept for 5 years. This is to allow for retrospective reporting numbers to funders.
- Pictures and video will be kept indefinitely for use in publicity and for historical records.

10. Your rights in relation to your data

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Cre8 to change incorrect or incomplete data;
- require Cre8 to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;

- object to the processing of your data where Cre8 is relying on its legitimate interests.

If you would like to exercise any of these rights, please contact the Admin team at info@cre8macclesfield.org.

If you believe that Cre8 has not complied with your data protection rights, you can complain to the Information Commissioner.

11. Making a complaint

The supervisory authority in the UK for data protection matters is the Information Commissioner's Office ("ICO"). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO. ICO can be contacted on 0303 123 1113 and at Wycliffe House, Water Ln, Wilmslow SK9 5AF.

12. Data Protection Officer

Cre8's Data Protection Officer is Jonathan Aiken.