

Main overall Papworth Trust Privacy Notice

Papworth Trust respects your privacy and is committed to protecting your personal information. This Privacy Notice explains how we collect, use, store and share personal information when you use our services, work for us, apply for employment, visit our website, make enquiries, or otherwise engage with us.

This notice has been prepared in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025 (DUAA).

Who are we?

Papworth Trust is a registered charity (Charity Number: 211234) and a Registered Provider of Social Housing (Registration Number: LH1648).

Registered Address:

Papworth Trust
Saxongate
Bradbury Place
Huntingdon
PE29 3RR

Papworth Trust is the **Data Controller** for the personal information described in this Privacy Notice.

Contact Details

If you have any questions about this Privacy Notice or how we use your personal information, please contact:

Data Protection Officer (DPO)

Papworth Trust
Saxongate, Bradbury Place
Huntingdon
PE29 3RR

Email: dataprotection@papworthtrust.org.uk

Website: www.papworthtrust.org.uk

Personal Information We Collect

Depending on your relationship with Papworth Trust, we may collect:

Personal Information

- Name

- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details
- Employment information
- Financial information
- Right to work documentation
- Driving licence information
- Training and qualification records
- Communication preferences

Special Category Personal Information

Where necessary, we may process:

- Health information
- Disability information
- Care and support needs
- Equality and diversity information
- Safeguarding information
- Occupational health information

We only process special category information where UK data protection legislation permits us to do so.

How We Collect Information

We may collect personal information:

- Directly from you
- Through our website and online forms
- When you use our services
- During recruitment and employment
- Through referrals from other organisations
- From local authorities, healthcare providers or support agencies
- From regulators, government departments or statutory agencies where permitted by law

- Through cookies and website analytics

Why We Use Your Information and Our Lawful Bases

We process personal information for the following purposes:

Purpose	Lawful Basis
Delivering services and support	Contract and Public Task
Managing housing services	Contract and Legal Obligation
Recruitment and employment	Contract and Legal Obligation
Safeguarding adults and children	Legal Obligation and Vital Interests
Health and safety management	Legal Obligation
Payroll, pensions and taxation	Legal Obligation
Communications and enquiries	Legitimate Interests
Service improvement and quality monitoring	Legitimate Interests
Sending marketing communications	Consent
Maintaining records and administration	Legitimate Interests and Legal Obligation

Legitimate Interests

Where we process information under Legitimate Interests, we ensure that our interests are balanced against your rights and freedoms.

Examples include:

- Responding to enquiries
- Improving our services
- Maintaining records
- Communicating information relevant to services you receive
- Protecting the safety and security of our systems and services

We undertake assessments where required to ensure that processing is fair and proportionate.

Who We Share Information With

We may share information with:

- Local authorities
- NHS organisations and healthcare providers

- Regulatory bodies
- HM Revenue & Customs (HMRC)
- Pension providers
- Insurance providers
- Professional advisers and auditors
- Information technology suppliers and data processors
- Payment service providers
- Government departments and statutory agencies
- Law enforcement agencies where required by law

We never sell your personal information.

Where third parties process information on our behalf, we have contracts in place requiring them to process information securely and only in accordance with our instructions.

International Transfers

Most of the information we process is stored within the United Kingdom.

If we transfer personal information outside the UK, we will ensure appropriate safeguards are in place, including:

- UK Adequacy Regulations;
- International Data Transfer Agreements (IDTAs); or
- Other legally approved safeguards.

How Long We Keep Information

We keep personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal and regulatory requirements.

Retention periods are determined by:

- Legal obligations
- Regulatory requirements
- Funding requirements
- Employment legislation
- Safeguarding requirements
- Limitation periods

Further information is available within the Papworth Trust Retention Schedule.

Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your information is used
- Access your personal information
- Request correction of inaccurate information
- Request deletion of information in certain circumstances
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent where processing is based on consent
- Object to direct marketing
- Request human review of certain automated decisions

Subject Access Requests (SARs)

You have the right to request a copy of the personal information we hold about you.

We may ask for proof of identity and, where necessary, request additional information to help us identify the information you require.

In accordance with the Data (Use and Access) Act 2025, we will undertake reasonable and proportionate searches when responding to Subject Access Requests.

Data Protection Complaints

If you have concerns about how we use your personal information, you may make a complaint by:

Email: dataprotection@papworthtrust.org.uk

Website: www.papworthtrust.org.uk

Post:

Data Protection Officer
Papworth Trust
Saxongate
Bradbury Place
Huntingdon
PE29 3RR

In accordance with the Data (Use and Access) Act 2025, Papworth Trust will:

- Provide an accessible means of submitting complaints, including electronically;
- Acknowledge complaints within 30 calendar days; and
- Respond without undue delay.

Right to Complain to the Information Commissioner's Office (ICO)

If you remain dissatisfied after raising your concerns with us, you may complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

Address:

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

Automated Decision-Making and Profiling

Papworth Trust does not carry out solely automated decision-making or profiling that produces legal or similarly significant effects on individuals.

Cookies and Website Information

Our website uses cookies and similar technologies to improve functionality and understand how visitors use our website.

Further information is available in our Cookies Policy.

Security

We implement appropriate technical and organisational measures to protect personal information against accidental loss, unauthorised access, misuse, alteration or disclosure.

However, no method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, guidance or operational practices.

The latest version will always be available on our website.

Version: 2.0

Review Date: June 2027

Owner: Data Protection Officer