JHF Privacy Notice	
Effective date: September 2026	**Review Date: September 2027**

1. Introduction

The Jack Hazeldine Foundation (JHF) is committed to protecting and respecting personal information. This Privacy Notice explains what information we collect, why we use it, who we may share it with, how long we keep it, and the rights people have under UK data protection law.

This notice applies to young people and their parents or carers, referrers and professionals, staff, volunteers, mentors, tutors, trustees, contractors, applicants, donors, grant funders and anyone else who interacts with JHF.

2. Who we are

JHF provides mentoring, tutoring and alternative learning programmes for young people. JHF is the data controller for the personal information it collects and uses.

Contact: The Jack Hazeldine Foundation, Unit 2, The Stables, Clevedon Hall Estate, Clevedon, England, BS21 7SJ
Email: hello@thejhf.org

Data Protection Officer: Jess Dauncey
Email: jess.dauncey@thejhf.org

3. What information we collect

The information we collect depends on your relationship with JHF and will only be collected where it is necessary, relevant and lawful.

Personal Information

- Name and contact details, such as address, email address and telephone number
- Date of birth, emergency contact details and next of kin information where relevant
- Equality, monitoring or support information, such as gender, ethnicity, disability or access needs, where relevant and lawful

Programme Information

- Referral information, consent forms and risk assessments
- Goals, targets, session notes, attendance records, progress and outcomes
- Young person voice, feedback and engagement information

- Post-16 destination information, such as further education, apprenticeships, training, employment or not being in education, employment or training

Staff, Volunteer, Mentor, Tutor, Trustee and Contractor Information

- Application forms, recruitment records, references, employment history and education history
- Identity, proof of address, right to work, DBS and safer recruitment information where required and lawful
- Qualifications, skills, training, supervision, development and conduct information
- Role, contract, appointment, start and end dates, working patterns, pay, fees, invoices, expenses, tax, payroll, pension and bank details where relevant
- Performance, complaints, disciplinary, capability or governance records where relevant
- IT account details and records relating to appropriate use of JHF systems

Health, safeguarding and special category information

- Health, disability, allergy, medical and reasonable adjustment information where needed for support, safety, employment, volunteering or service arrangements
- Safeguarding, wellbeing or risk information where necessary to protect young people or adults
- Racial or ethnic origin and other equality monitoring information where relevant and lawful

Images and Media

- Photographs, recordings, testimonials or case studies where appropriate and where consent or another lawful basis applies

Donor and Grant Funder Information

- Contact details, donation records, payment references and communication preferences
- Gift Aid declarations, where relevant
- Grant application, monitoring, reporting and evaluation information
- Information needed to manage relationships with donors, funders and supporters

We only collect information that is necessary for the services we provide and our legal responsibilities.

4. How we collect information

We may collect information:

Directly from You

For example, when you:

- When you complete a referral, application, consent, risk assessment, registration or feedback form
- When you contact JHF by email, phone, online form, post or in person
- When you attend or take part in JHF activities, programmes, meetings, training, governance, fundraising or grant-funded arrangements

From Other Organisations

We may receive information from:

- Schools, colleges, local authorities and referring organisations
- Parents, carers and professionals involved in supporting a young person
- Referees, previous employers or organisations that have worked with an applicant, employee, volunteer, mentor, tutor, trustee or contractor
- HMRC, DWP, pension administrators, payroll providers or other payment-related organisations where relevant
- Donors, grant funders, fundraising platforms, banks or payment providers where relevant
- Publicly available professional sources, such as LinkedIn or organisational websites, where relevant to recruitment, appointment or due diligence

From Public Sources

In limited circumstances, information may be available through publicly accessible sources, including social media where you choose to interact with JHF.

5. Why we use personal information

We use personal information to:

- Deliver mentoring, tutoring, alternative learning and support programmes
- Safeguard young people and adults
- Communicate with young people, families, referrers, professionals, staff, volunteers, mentors, tutors, trustees, contractors, donors and grant funders
- Monitor engagement, attendance, progress, outcomes and service quality
- Recruit, appoint, manage and support staff, volunteers, mentors, tutors, trustees and contractors
- Manage finance, payroll, payments, donations, fundraising, grant funding, governance, administration and reporting
- Administer donations, Gift Aid, grant applications, grant monitoring, funder reporting and supporter relationships
- Meet legal, regulatory, contractual, safeguarding, charity and tax obligations
- Improve, evaluate and develop JHF services

We will only use personal information where we have a lawful reason to do so.

6. Lawful bases for using information

The UK GDPR requires organisations to have a lawful basis for using personal information.

Depending on the purpose, JHF may rely on:

- Consent, for example where we ask permission to use photographs, testimonials, optional information or specific forms of communication
- Contract, where information is needed to enter into or carry out an employment, volunteer, mentor, tutor, trustee, contractor, referral, donation, grant funding or service arrangement
- Legal obligation, where information is needed to comply with employment, safeguarding, charity, tax, health and safety or other legal requirements
- Vital interests, where information is needed to protect someone's life or respond to an emergency
- Legitimate interests, where JHF has a lawful and proportionate reason to operate, manage, safeguard, evidence, evaluate, fundraise for or improve its services

Where we rely on consent, you can withdraw your consent at any time unless another lawful basis applies.

Some rights may not apply in every situation. For example, the right to erasure, the right to object and the right to data portability may not apply where we are processing information because of a legal obligation or because it is needed for a contract.

7. Special category information

Some information is considered particularly sensitive under UK GDPR.

This may include health information, disability information, racial or ethnic origin, safeguarding information and other information requiring additional protection.

We only process this information where UK GDPR allows us to do so and where appropriate safeguards are in place.

8. Children's information

Our services support children and young people.

We take additional care when handling information about children and young people. We use this information only where necessary to provide support, safeguard wellbeing, manage risk, communicate with relevant people and fulfil legal responsibilities.

9. Children, families and safeguarding-related privacy reviews

JHF includes a link to this this Privacy Notice on the consent form which is completed by parents and carers before mentoring or tutoring support starts for a young person.

Where appropriate, the JHF will also support children and young people to understand what personal information is held about them, why it is used, who it may be shared with, and how this helps keep them safe and supports their involvement with JHF.

JHF recognises that some children and families may have additional vulnerabilities or changing circumstances, including children in care, care-experienced young people, young people who may have experienced abuse, exploitation, trauma, significant harm, safeguarding concerns or other circumstances that increase risk. These factors will be considered when deciding what information is collected, how it is used, who it is shared with, and how privacy information is explained.

The Designated Safeguarding Lead or Deputy Designated Safeguarding Lead may trigger a review of the privacy information provided to a young person or family where there is a significant change in circumstance, safeguarding risk, vulnerability status, information-sharing need, or the way JHF processes personal information for that child or family.

10. Who we share information with

We may share information where necessary with:

- Schools, colleges, local authorities, referring organisations and professionals involved in support
- Parents or carers where appropriate and lawful
- Safeguarding agencies, emergency services, health professionals, regulators or government bodies where necessary or required
- Training providers, payroll providers, pension administrators, HMRC, auditors, professional advisers and consultants where relevant
- Service providers that support JHF operations, including IT, CRM, finance and administrative systems
- Donors, grant funders or fundraising platforms where reporting, administration or relationship management is necessary, lawful and proportionate

Where safeguarding or the promotion of a child's welfare is concerned, we may share relevant information with appropriate safeguarding partners, agencies or professionals where doing so may help protect, support or promote the welfare of a child. Data protection law does not prevent information being shared for these purposes, and consent is not required where information is shared under safeguarding duties.

We only share information that is necessary, proportionate, relevant and lawful to share

Data processors

- APT Payroll, which processes payroll information for JHF
- Beacon Apps Limited, which provides JHF's CRM system and supports the storage and management of service and organisational data
- Three Cherries Limited, which manages and supports JHF's IT systems
- Microsoft, which provides JHF with Microsoft 365 services, including email, file storage, document sharing and collaboration tools.

11. How we store and protect information

JHF takes the security of personal information seriously.

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

JHF stores personal information securely, including through systems such as Beacon CRM and Microsoft SharePoint, with access limited to authorised individuals who need it for their role.

12. How long we keep information

We keep personal information only for as long as necessary to:

- Deliver our services
- Meet safeguarding requirements
- Fulfil legal and regulatory obligations
- Resolve disputes
- Maintain appropriate records

Retention periods vary depending on the type of information and the reason it was collected. Where there is no specific legal or safeguarding requirement to keep information for longer, JHF will normally retain staff, trustee and employment-related records for up to six years after employment, appointment or engagement ends, and unsuccessful recruitment records for no more than nine months.

Information relating to children and young people will normally be retained until the individual reaches the age of 25, or for seven years after support ends (whichever is later), unless a longer retention period is required for safeguarding, legal, regulatory or insurance purposes.

Information may be kept for longer where it is needed for safeguarding, legal claims, pension or benefit purposes, audit, regulatory requirements, fundraising, grant monitoring, funder reporting or to evidence the support provided

13. Your rights

Under UK GDPR, you have rights regarding your personal information.

These include the right to:

- Be informed about how your information is used
- Access your personal information
- Correct inaccurate or incomplete information
- Request deletion of information in certain circumstances
- Restrict processing in certain circumstances
- Object to processing in certain circumstances
- Request transfer of your personal information in certain circumstances
- Withdraw consent where consent is relied upon

Not all rights apply in every situation.

If you make a data protection rights request, JHF will respond without undue delay and in any event within one month, unless an extension is permitted by law. To make a request, please contact us using the details in this notice.

14. Making a complaint

If you have concerns about how JHF uses your personal information, please contact us first so that we can try to resolve the issue.

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

Information about making a complaint can be found on the ICO website:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Helpline: 0303 123 1113. Website: https://ico.org.uk/make-a-complaint/

15. Third-party websites

Our website may contain links to other websites.

JHF is not responsible for the privacy practices of other organisations or websites. We encourage you to read their privacy notices before providing personal information.

16. Review and changes to this Privacy Notice

The Data Protection Officer will review this Privacy Notice at least annually.

JHF will also review and, where appropriate, re-share this Privacy Notice when there is a significant change to how personal information is processed, including the introduction of a new system, platform, process, partner organisation or type of information collected. The

latest version will always be available on JHF's website and the date at the top of the document will show when it was last updated.

17. Registered information

The Jack Hazeldine Foundation is registered at Unit 2, The Stables, Clevedon Hall Estate, Clevedon, England, BS21 7SJ. Company number is: 08197801 Registered Charity Number is: 1150442.