**Privacy Notice**Befriend Motherwell respects your privacy. This notice explains what personal information we collect, why we collect it, and how we keep it safe.

**Who we are**

**Befriend Motherwell** is a charity that provides befriending services.
We are the **Data Controller** for your information.
Our **Data Protection Champion** is the Project Coordinator.

📧 info@befriendmotherwell.org.uk
📍 Befriend Motherwell, 43–47 Merry Street, Motherwell, ML1 1JJ

**What information we collect**

We collect information such as:

* Name, address, and contact details.
* Health or support needs (for befriendees).
* Application details (for volunteers and staff).
* Emergency contacts.
* PVG (Protection of Vulnerable Groups) checks for volunteers and staff.
* Photos or videos (only if you give us consent).

**Why we collect it**

We use this information to:

* Provide and manage our befriending service.
* Match volunteers with befriendees safely.
* Keep people safe (safeguarding).
* Meet legal and charity requirements.
* Pay staff and reimburse volunteers.
* Share updates or publicity (if you’ve agreed).

**Our lawful reasons**

We only collect and use your data if we have a legal reason, such as:

* **Consent** (e.g. using your photo).
* **Legitimate interests** (e.g. running the befriending service).
* **Legal obligations** (e.g. payroll, safeguarding).
* **Social care purposes** (for health information).

**How we keep your information safe**

* Paper files are locked in secure cabinets.
* Electronic files are password protected and encrypted.
* Only staff who need to see your information can access it.
* We never sell your information.

**How long we keep your data**

* Volunteer/befriendee records – 1 year after leaving.
* Staff files – 6 years after leaving.
* PVG check results – only recorded, not stored.
* Accident/incident reports – 3 years.
* Photos/publicity – maximum 6 years.

After this, records are securely deleted or shredded.

**Your rights**

You have the right to:

* See the information we hold about you.
* Ask us to correct mistakes.
* Ask us to delete your information (in some cases).
* Ask us to stop using your information.
* Withdraw your consent (if you previously gave it).

To use these rights, contact our Project Coordinator.

**Data breaches**

If your information is ever lost or shared by mistake, we will tell you and (if needed) the Information Commissioner’s Office (ICO).

**Questions or complaints**

If you have concerns about how we use your data:

* Speak to our Project Coordinator first.
* If you’re not satisfied, you can contact the **Information Commissioner’s Office (ICO)** at www.ico.org.uk or call 0303 123 1113.

*This Privacy Notice is a summary. Our full Data Protection & GDPR Policy is available on request.*