



Lewisham Refugee and Migrant Network Privacy Policy

At Lewisham Refugee and Migrant Network (LRMN) we believe that you have a right to privacy and we take your confidentiality very seriously.

The purpose of this policy is to give you a clear explanation about how LRMN collects and uses the personal information you provide to us.

We want to make sure that we use your information in accordance with all applicable laws concerning the protection of personal information.

Who we are

LRMN has been offering free independent and confidential advice to migrants, refugees and asylum seekers since 1992.

We are the leading migrant and refugee organisation in Lewisham and proud to be helping those most vulnerable. Although we are based in Lewisham we support clients from all boroughs of London.

What information we may collect about you

We collect information about supporters and volunteers who campaign and fundraise with us. The information we gather can include:

- Personal information (such as name, email, gender)
- Record of your support (including events you attended, or donations you make to us)

Sensitive information

This is personal information that is more sensitive. This includes details about a person's race and ethnicity, sexual orientation, religious beliefs, trade union memberships, political opinions, and information about their health.

Sensitive information may be collected from you if you access our advice services, and if you choose to provide it to us. We have measures in place to protect your sensitive information and its confidentiality.

Our legal basis for using your information

To comply with UK data protection rules, LRMN must have a legal basis for collecting and using your personal information.

The legal basis we use will depend on the way in which we collect and use your data.

In almost all cases, our processing of your personal information might fall into one of the following

categories:

- Consent: this means that you have given us explicit consent to process your data
- Contract: this means that processing your information is necessary to adhere to a contract (for example when you access one of our advice services)
- Legitimate interest
- Legal obligation: when the processing of your information is necessary for us to meet a legal obligation

How we use your data

We will only get in touch with you to:

- Provide you with information on our work, case studies, fundraising events and other marketing activities
- Administering your donations

If you ask us to stop contacting you, we will, unless we are legally obliged to communicate with you. We will only contact you by email or phone, depending on your preference.

Third parties

LRMN respects your right to privacy and your ability to choose how you hear from us. We do not sell your details to anyone. We do not make cold telephone calls to members of the public and we do not purchase information in order to do so.

We use external service providers to help us send you communications and provide you with our services. These providers may include email marketing providers and software platform providers.

Additionally all of the external services providers we work with abide to Data Protection regulations. Some of these providers may be based outside the European Economic Area (EEA). If so, we ensure any data transfers are compliant with data protection laws.

Ensuring your information is accurate and safe

We only hold your personal information on our systems for as long as is required. We delete any personal data from our database once we no longer require it. We also have a policy in place to ensure data is erased securely.

The amount of time we store data for, will depend on how long we are required to process it for and the reason for collecting it.

LRMN ensures that both our physical and technical systems to hold data are secure. We take precautions to protect all personal information we keep on our database, both physical and electronic.

Your data protection rights

You are in control of how we use your data and you have the right to ask us to stop processing your personal information. You also have the right to request a copy of the information we hold about you.

The GDPR also gives you more rights:

- If we are processing data based on your consent, you have the right to **withdraw consent** at any time. Please see below 'Subject Access Request' for information on how to do that
- You have the right to **change your personal information** if it is incomplete or inaccurate.
- You have the right to **request the deletion or removal** of your personal information in certain circumstances, including

- where it is no longer necessary for us to hold it for the purposes for which we are processing it.
- You have the right to **restrict** our processing of your data if there is disagreement about its accuracy or legitimate usage.
 - You have the right to **object to processing** based on legitimate interests (as described above) including profiling activity, and “direct marketing”.

Please note that these rights are not exercisable in all circumstances. For example, personal data might not have to be erased if it is needed in the interests of public health, or to support legal claims, compliance and scientific or historical research.

For more information about these rights, please read the guidance issued by the [Information Commissioner’s Office](#).

Subject Access Requests

If you would like more detail or a copy of the personal information that Lewisham Refugee and Migrant Network keeps on file about you, please complete our Subject Access Request form, which can be requested via the email address dataprotection@lrnm.org.uk and return it to us.

Requests will be processed within 30 (thirty) working days. An extension may be required if the request is complex.

Being a small charity, our resources are limited, so please only request data if it is absolutely necessary.

Making a complaint

We take feedback from our service users and supporters very seriously. You can make a complaint or report a concern by contacting our Data Protection Officer.

We will acknowledge a complaint about any aspect of our data protection policy within 15 working days and aim to resolve complaints within 30 working days of receiving it.

Changes to this policy

We may change this Policy from time to time as we add new services or features or in response to changes in the law or our commercial arrangements. Any changes to this Policy will be posted on the Website. The information contained in the Website and Online Platform is subject to change without notice.

Contact Us

Please contact us if you have any questions about our privacy policy or information we hold about you:

By email at: dataprotection@lrnm.org.uk

Or write to us at:

Lewisham Refugee and Migrant Network
Sayes Court
341 Evelyn Street
London SE8 5QX
020 8694 0323