

# Justice Congo Group's Policy

## Privacy Policy

Justice Congo Group Last updated: 26/02/2026

### What personal information we collect

We may collect the following types of personal information, depending on how you interact with us:

**Contact and identity information** - your name, email address, phone number, and postal address, when you contact us, make a donation, subscribe to our newsletter, or volunteer with us.

**Referral and service information** - if you are referred to our services or self-refer, we may collect information about your circumstances, needs, and the support you require. This may include sensitive personal information such as your immigration status, health information, or experiences of trauma or violence.

**Financial information** - if you make a donation, we collect the information necessary to process your payment and, where applicable, to claim Gift Aid on your behalf.

**Communications** - records of correspondence between you and Justice Congo Group, including emails and written communications.

**Website usage** - basic information about how you use our website, collected through cookies and analytics tools (see our Cookies section below).

### How we use your information

We use personal information only for the purposes for which it was collected. These include:

- Delivering our charitable programmes and services to beneficiaries
- Responding to enquiries and referrals
- Processing donations and claiming Gift Aid
- Communicating with volunteers, donors, and supporters

- Sending our newsletter and programme updates, where you have consented •

Meeting our legal and regulatory obligations

- Safeguarding the wellbeing of the people we work with

We will never use your personal information for commercial purposes or sell it to any third party.

## Our legal basis for processing your information Under UK

GDPR, we must have a lawful basis for processing personal information. Depending on the context, we rely on one or more of the following:

**Legitimate interests** - to operate as an organisation, respond to enquiries, and maintain records of our work, where this does not override your rights.

**Contract** - where we have a formal agreement with you, such as a volunteering arrangement or service delivery agreement.

**Legal obligation** - where we are required to process information to comply with the law, including safeguarding duties.

**Consent** - for non-essential communications such as our newsletter. You can withdraw consent at any time by contacting us or using the unsubscribe link in any email.

**Vital interests** - in safeguarding situations where processing is necessary to protect someone's life or safety.

For sensitive personal information (such as health information or information about trauma), we rely on explicit consent, or on the processing being necessary for reasons of substantial public interest in connection with our charitable purposes.

## Who we share your information with

We do not sell or share your personal information with third parties for their own purposes. We may share information in the following limited circumstances:

- With our partner organisations delivering programmes on our behalf, where this is necessary to provide you with a service. All partners are bound by confidentiality obligations.
- With professional advisers such as legal practitioners or counsellors involved in your care or case, with your knowledge and where appropriate.

- With statutory authorities, including the police or social services, where we have a safeguarding duty or legal obligation to do so.
- With payment processors and Gift Aid administration services, for the purpose of processing donations.

We do not share beneficiary information with funders, media, or the public without explicit consent.

## How long we keep your information

We retain personal information only for as long as necessary for the purpose for which it was collected, and in accordance with our legal obligations.

- General enquiries and correspondence: 2 years
- Donor and Gift Aid records: 7 years (HMRC requirement)
- Beneficiary service records: 7 years from the end of service, or until the person reaches the age of 25 if they were a child when we worked with them
- Volunteer records: 6 years from the end of the volunteering relationship •

Safeguarding records: retained in accordance with statutory guidance

After these periods, information is securely deleted or anonymised.

## Your rights

Under UK data protection law, you have the following rights:

- **Access** - to request a copy of the personal information we hold about you •

**Correction** - to ask us to correct inaccurate or incomplete information

- **Erase** - to ask us to delete your personal information in certain circumstances •

**Restriction** - to ask us to restrict how we use your information in certain circumstances •

**Portability** - to receive your personal information in a structured, commonly used format

- **Objection** - to object to our processing of your information where we rely on legitimate interests

- **Withdrawal of consent** - to withdraw consent at any time where consent is our lawful basis

To exercise any of these rights, please contact us at [info@justicecongogroup.org](mailto:info@justicecongogroup.org). We will respond within one month.

## Keeping your information secure

We take the security of personal information seriously. We use secure cloud storage, restrict access to personal data to those who need it, and require all staff, volunteers, and partners handling personal data to maintain confidentiality. Sensitive beneficiary information is stored separately from general contact records.

If you believe your personal information has been mishandled, please contact us immediately.

## Cookies

Our website uses essential cookies to function correctly. We may also use analytics cookies to understand how visitors use the site, which helps us improve it. You can control cookie settings through your browser. A full cookies notice is available on our website.

## Complaints

If you are unhappy with how we have handled your personal information, please contact us in the first instance at [info@justicecongogroup.org](mailto:info@justicecongogroup.org), and we will do our best to resolve the matter.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's data protection regulator:

Website: [ico.org.uk](http://ico.org.uk) Telephone: 0303 123 1113

## Changes to this policy

We review this Privacy Policy annually and update it when our practices change or when required by law. The date at the top of this page shows when it was last updated.