

# Easy Read Privacy Notice for Kingston Eco-op

Updated: February 2026

This is an easy read version of the Kingston Eco-op privacy notice.

It explains what information we collect, why we collect it, how we keep it safe, and your rights.

## Who we are



KINGSTON ECO-OP  
OFFERING PATHWAYS



KINGSTON  
VOLUNTARY  
ACTION

Kingston Eco-op is a project of Kingston Voluntary Action.

- We respect your privacy.
- We take care of the personal information we hold about you.

## What does personal information mean



Personal information is information that can identify you:

- Your name
- Your address
- Your date of birth
- Your email address

- Your phone number

## **What information do we collect**

We collect information when you or your organisation ask about our services or join our community.

- Name



- Email address
- Job title
- Address
- Phone number

If you join our community, we may also collect information about:

- Your health and care needs
- Your family
- Your support staff

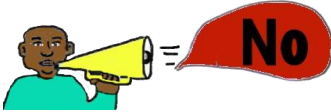
## **Why do we use your information**



We use your information to:

- Reply to your requests
- Provide our services
- Send you information about our services and related support

## whom we share your information with



We do not share your personal information with other organisations unless:

- You have said yes
- The law says we must share it
- We need to share it for reasons explained in this notice

We may share organisation-level information with funders for reporting. This is usually anonymous.

If information could identify you, we will ask for your consent first.

Sometimes, we may need to identify you when making referrals again.

## Photos, audio and video



We may take photos or videos for social media, our website, leaflets or our annual review.

We will ask for your written consent first.

## Website and cookies

Our website is built on the Voice platform.

Voice has its own cookies information and privacy policy.

## Email and phone



We use email and phones to communicate.

We do not share your information in communications unless there is a legal or professional reason to do so.

When we email, we will try to use your initials or a reference number.

If we need to send documents to other professionals for referrals, important health or support information, or safeguarding, the emails will be encrypted.

If we send group emails that include personal email addresses, we will use blind copy (BCC).

## Volunteers



If you apply to volunteer, we use your information to check your identity and contact you about your application.

After you stop volunteering, we keep basic details so we can give you a reference if you ask for one in future.

We also keep some basic information, like your attendance days, name and phone number, to meet our adult safeguarding duty of care.

## How long do we keep your information



We only keep your personal information for as long as we need it for the reasons in this notice.

## How we keep your information safe

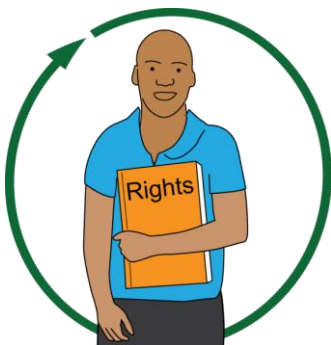


We store information in secure cloud systems and in locked cabinets.

We use technical, physical and organisational safeguards to protect your information from loss, theft, unauthorised access, changes or sharing.

We also check the security information of any organisations that process data for us.

## Your rights



Under data protection law, you have rights.

- You can ask to see the information we hold about you
- You can ask us to correct information
- You can ask us to delete information
- You can object to how we use information
- You can ask us to limit how we use information
- You can ask us to move your information to another service

## **Contact us**

If you have questions, want to update your information, correct mistakes, or ask us to remove your information, please contact us:

- Email: [leeni@kingstoneco-op.org.uk](mailto:leeni@kingstoneco-op.org.uk)
- Phone: 07393 378 833

## **If you want to complain**



You can contact the Information Commissioner's Office (ICO) if you are worried about how your information is being used.

- Website: [ico.org.uk/concerns](http://ico.org.uk/concerns)
- Email: [info@ico.org.uk](mailto:info@ico.org.uk)

## **Changes to this notice**

We may update this privacy notice from time to time.

If we make changes, we will post them and record the date they were updated.