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Transparent Presence CIC Privacy Policy

1. Introduction

Transparent Presence CIC (“we”, “our”, “us”) is committed to protecting the privacy and security of your personal information. This policy explains how we collect, use, store, and protect your data when you engage with our services, visit our website, or participate in our community activities.

2. Who We Are

Transparent Presence CIC is a community interest company based in Cornwall, founded in 2019. We provide support, guidance, and safe spaces for transgender and non-binary people, their families, and allies. Our core values are support, validation, acceptance, awareness, and celebration.

3. Information We Collect

We may collect the following types of information:

- Personal details: name, contact information (email, phone number, address).
- Demographic information: age, gender identity (only if voluntarily shared).
- Medical information: allergies, disability, reasonable adjustments
- Service-related data: attendance at support groups, training sessions, or choir rehearsals.
- Financial information: donations or payments for training/events.
- Technical data: IP address, browser type, and cookies when visiting our website.

4. How We Use Your Information

We use your information to:

- Provide support services and community activities.
- Communicate about events, training, and opportunities.
- Manage donations and funding requirements.
- Ensure safeguarding and wellbeing of participants.
- Improve our website and services.

We will never sell or share your data with third parties for marketing purposes.

5. Legal Basis for Processing

- We process personal data under the following lawful bases:
- Consent: when you voluntarily provide information.
- Contract: to deliver services you request.

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- Legal obligation: to comply with safeguarding or financial regulations.
- Legitimate interests: to operate and improve our community services.

6. Data Sharing

We may share data with:

- Funding bodies (e.g., National Lottery, NHS Cornwall) when required for reporting.
- Trusted service providers (e.g., IT support, payment processors).
- Safeguarding authorities if legally required.

All partners are required to comply with UK GDPR.

7. Data Retention

Personal data is retained only as long as necessary for the purpose collected.

Financial records are kept for 6 years in line with HMRC requirements.

Support group records are anonymised wherever possible.

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction or deletion.
- Withdraw consent at any time.
- Object to processing.
- Lodge a complaint with the Information Commissioner's Office (ICO).

9. Security

We implement appropriate technical and organisational measures to protect your data, including secure storage, restricted access, and encryption where possible.

10. Contact Us

For questions or to exercise your rights, please contact:

Transparent Presence CIC

elliot@transparentpresence.co.uk

Website: <https://www.transparentpresence.co.uk/>