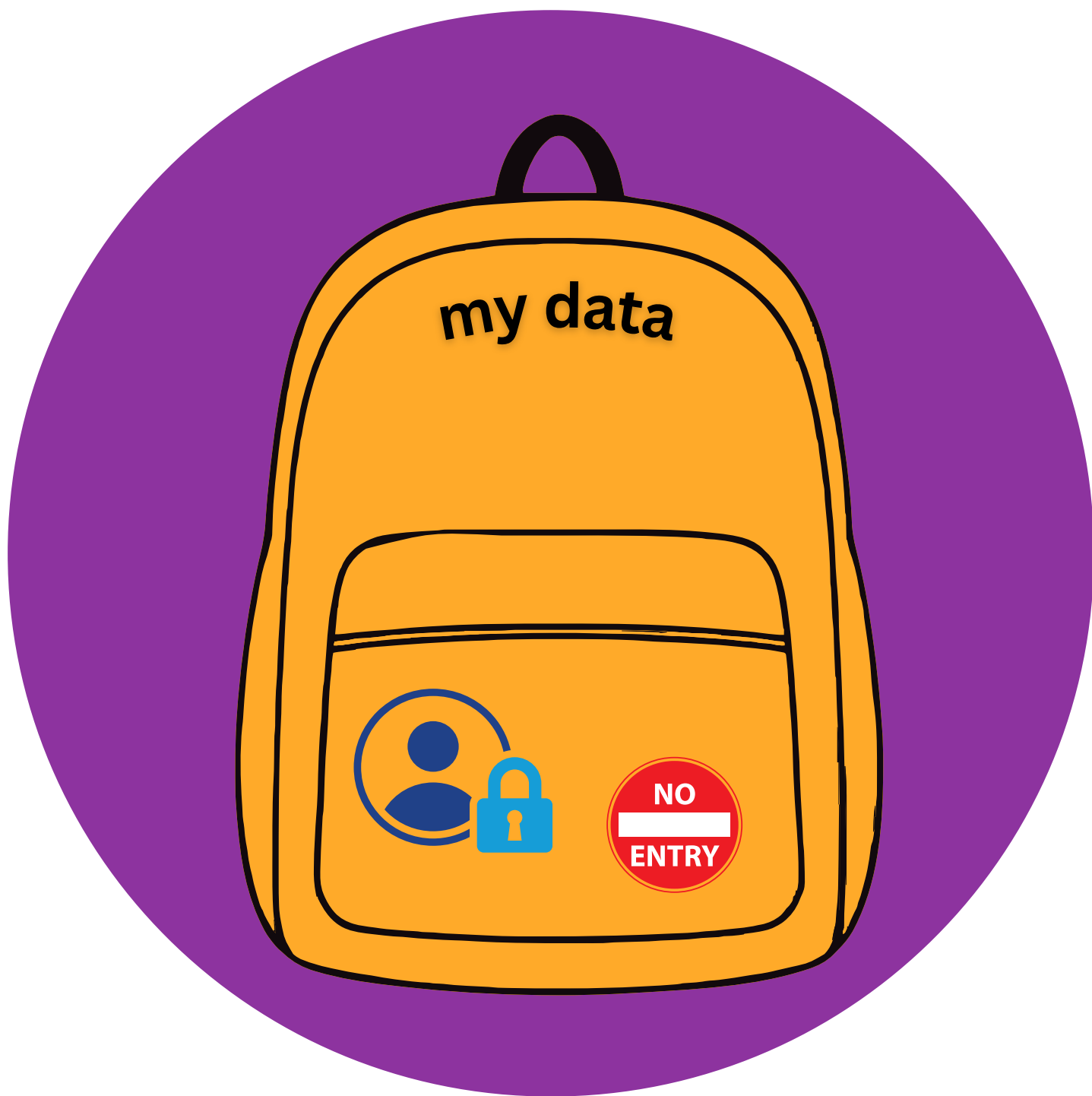




# PRIVACY NOTICE

**Published April 2026 (reviewed yearly)**

 [www.justdropin.co.uk/privacy-notice/](http://www.justdropin.co.uk/privacy-notice/)



*Imagine* if all the personal information we carry around was enough to fill a backpack. Details like our name, address, date of birth, and more are things we are taught to keep safe. But, for Just Drop-in to offer you a safe and helpful service, this is the kind of information we will be asking you to share with us. So, to give you the confidence that we're not just 'rooting around in your backpack' without good reason, this short version privacy notice is designed to explain why the information is needed, how we will keep it secure and your rights.

This privacy notice is for those aged 14 and over who use our services, or for the parents/carers of beneficiaries aged 13 and under.

So, let us walk you through it, starting with how we collect your information...

## 1) HOW WE COLLECT YOUR INFORMATION

You can share your information with us in-person, over the phone, email, by using our online referral form or online 'My Whole Self' form. When sharing your information with us online, we have an additional cookies policy on our website to explain the impact of sharing your data in this way. We may also be provided with information about you by other people in your life. All of this information is gathered and stored together to form your Just Drop-in beneficiary record.

## 2) THE TYPE OF INFORMATION WE COLLECT AND WHY

Here are some examples of what we collect to provide a high quality, safe and tailored service:

- **Identifiable** – Name, date of birth & contact details. In some cases, photos and videos (not for counselling and you can opt out of having these taken at the time).
- **Records** – We create a secure record that includes notes about your sessions with us, feedback you give, your support needs, lifestyle, etc.
- **Special category data** – (optional) Ethnic origin, religious beliefs, Gender, health and sexual orientation information.

### 3) LAWFUL BASIS

Lets look at this step by step. The law says that we have to have a good reason for holding and using your information

**1) Legitimate interests** – We primarily use legitimate interests as our lawful basis because processing your information is necessary for us to run the service safely and effectively, to understand your needs, and to report on our impact to secure funding.

**2) Consent** - if needed, we will ask for your consent to share identifiable information in non- safeguarding situations.

**3) Vital interests, legal obligation, or substantial public interest** – or we may need to share information to protect public or an individual’s interests if it is at serious risk.

You can find out more about this on the [ICO Website](#).

### 4) KEEPING YOUR INFORMATION SAFE

Once data is collected, it is then promptly moved and stored on a secure database called ‘[Charity log](#)’. Our Staff and Volunteers then have access to your information on a ‘need to know’ basis. Photos and videos will be stored on the password protected device they have been taken on for a short time (maximum of 3 months) and then deleted or transferred onto a secure system.

## 5) SHARING YOUR INFORMATION

We may share your data in an *anonymised* way:

- **Internally** - within the Just Drop-in community to, for example, help us improve our services.
- **Externally** - we may also share your data with the wider community including funders, NHS England and on social media. This play an important role in helping the Charity to continue it's work.

We may share your data in an *identifiable* way:

- **Photos & videos** - but you can opt out.
- **For your benefit** - We will ask for your consent to share information with the people in your life or other organisations in non-safeguarding situations but you will be able to say no.
- **For Safety & legal reasons** - There may be times when we need to pass on your information with or without your consent in the interest of public safety.

Please see our opt-out QR code and link for more about your information sharing choices.

## 6) HOW LONG WE KEEP YOUR INFORMATION FOR

We keep your information for 2 years after you stop using all of our services. After that, we delete it unless there's a really good reason we need to keep it for longer, like for safety or legal reasons. This includes photos and videos but please be aware that once an image has been shared in a public space, Just Drop-in cannot guarantee it's deletion.

## 7) YOUR RIGHTS

Now for the important but complicated stuff! When using our services, you have rights over your personal information when we use 'legitimate interests' as our lawful basis. These including rights of **access, rectification, erasure, restriction of processing, and the right to object**. You can find out more about this in next steps.

## 8) MARKETING

We like to keep in touch with you from time to time by text or email to let you know more about the Just Drop-in services, events and opportunities we think will be of interest to you. Or if you would prefer we stop sending you these messages, you can opt out at any time by using the QR code or link on this leaflet. *Please note that when you update your communication preferences it can take up to 28 days to take effect across all of our systems.*

## 9) HOW TO SHARE A CONCERN

If you have any concerns about our use of your personal data, you can ask to speak to our Data Protection Officer by emailing [hello@justdropin.co.uk](mailto:hello@justdropin.co.uk). If you remain unhappy with how we've used your data after discussing this with us, you can report your concerns to the ICO using the following details:

Information Commissioner's Office, Wycliffe House,  
Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: **0303 123 1113**

Website: [www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint)

## NEXT STEPS...

If you have any questions, or would like any more information about of these topics, including your rights, please speak to a member of the team or you can access our full privacy notice at [www.justdropin.co.uk/privacy-notice/](http://www.justdropin.co.uk/privacy-notice/)



You can opt-out of us sending you marketing information or sharing your details in specific cases using the QR code above or [LINK](#).

## GET IN TOUCH



Phone/text

01625 665079

07718 425405



Email

[hello@justdropin.co.uk](mailto:hello@justdropin.co.uk)



Address

15 Brook Street  
Macclesfield SK11 7AA

Charity Number (1081416)

Company Number (3884673)

ICO Number (ZA528268)