

# St Andrew's Community Network

📍 16 Larkhill Lane, Clubmoor, Liverpool, L13 9BR

☎ 0151 226 3406 🌐 [www.standrewslive.org.uk](http://www.standrewslive.org.uk)

St Andrew's  
**Community  
Network**

## St Andrew's Community Network Privacy Notice

**Version:** May 2026

**Review Date:** May 2027

### Introduction

St Andrew's Community Network ("SACN", "we", "our", "us") is committed to protecting and respecting your privacy.

This Privacy Notice explains how we collect, use, store and protect personal information when you:

- Access our services
- Receive debt or welfare benefits advice
- Access foodbank support
- Volunteer with us
- Apply for employment or work with us
- Donate to us
- Visit our website
- Engage with us through events, campaigns or social media

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable legislation.

### Who We Are

St Andrew's Community Network is a registered charity providing community support, debt advice, welfare benefits advice, foodbank services and community development activities.

### Data Controller

St Andrew's Community Network  
16 Larkhill Lane  
Liverpool  
L13 9BR

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St Andrew's  
**Community  
Network**

Telephone: 0151 226 3406

Email: [admin@standrewslive.org.uk](mailto:admin@standrewslive.org.uk)

If you have any questions regarding this Privacy Notice or your personal information, please contact us using the details above.

## What Information We Collect

Depending on your relationship with SACN, we may collect:

### *Personal Information*

- Name
- Date of birth
- Address
- Email address
- Telephone number
- Emergency contact details

## Service User Information

Where you access support services, we may collect:

- Household information
- Financial circumstances
- Debt information
- Income and expenditure details
- Benefits information
- Housing information
- Employment status
- Correspondence relating to your case

## Special Category Information

Where necessary and proportionate, we may process:

- Health information
- Disability information
- Ethnic background
- Religious belief

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- Other information relevant to providing support

## Volunteer and Employee Information

We may collect:

- Recruitment information
- Employment history
- Qualifications
- DBS information where appropriate
- Payroll information
- Attendance records
- Training records

## Website Information

When you visit our website, we may collect:

- IP address
- Browser information
- Device information
- Website usage information through cookies and analytics tools

## Why We Process Your Information

We process personal information to:

- Deliver services and support
- Provide debt and welfare advice
- Administer foodbank services
- Recruit and manage volunteers
- Recruit and manage employees
- Manage safeguarding concerns
- Monitor service quality and impact
- Meet contractual obligations
- Comply with regulatory requirements
- Manage donations and fundraising
- Communicate with service users, volunteers and supporters
- Protect the safety and welfare of individuals
- Prevent fraud and misuse of services

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## Our Lawful Bases for Processing

Under UK GDPR, we process personal data under one or more of the following lawful bases:

### *Consent*

Where you have provided clear consent for a specific purpose.

### *Contract*

Where processing is necessary to fulfil a contract with you or take steps before entering into a contract.

### *Legal Obligation*

Where we are required to process information to comply with the law.

### *Vital Interests*

Where processing is necessary to protect someone's life or safety.

### *Legitimate Interests*

Where processing is necessary for our legitimate charitable purposes and does not override your rights and freedoms.

### *Special Category Data*

Where we process special category information, we rely on additional legal conditions, including:

- Provision of health or social care
- Safeguarding of children and adults at risk
- Substantial public interest
- Explicit consent where appropriate

## Sharing Your Information

  @standrewslive  @standrewscn

Reg. Charity No. 1105307 | Reg. Ltd. Company No. 4918017  
Regulated and authorised by the FCA No. 692452

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We only share information where it is lawful and necessary to do so.

This may include:

- Local authorities
- Government departments
- The Department for Work and Pensions
- HM Revenue & Customs
- Housing providers
- Healthcare professionals
- Other advice agencies
- Funding organisations (normally anonymised)
- Regulators and auditors
- Professional advisers
- Law enforcement agencies where legally required

Where possible, we minimise the information shared.

## Third-Party Systems

We use trusted third-party providers to help deliver our services.

These may include:

- Microsoft 365 and SharePoint
- CRM and case management systems
- Secure cloud storage providers
- Accounting and payroll providers
- Survey and evaluation platforms
- Email marketing systems

All providers are required to maintain appropriate security standards and comply with data protection legislation.

## International Transfers

Where personal information is transferred outside the United Kingdom, we ensure appropriate safeguards are in place as required by UK GDPR.

## How Long We Keep Information

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Retention periods vary according to the purpose for which information is collected.

Typical retention periods include:

Category	Retention Period
Advice case files	6 years after case closure
Foodbank records	Up to 6 years
Volunteer records	Up to 6 years after volunteering ends
Employee records	Up to 6 years after employment ends
Recruitment records (unsuccessful applicants)	Up to 12 months
Financial records	6 years minimum
Safeguarding records	In accordance with safeguarding requirements

Information is securely deleted or destroyed when no longer required.

## Keeping Your Information Secure

We take appropriate technical and organisational measures to protect personal information.

These include:

- Secure Microsoft 365 systems
- Password-protected access controls
- Multi-factor authentication where appropriate
- Staff training
- Confidentiality agreements
- Secure storage of paper records

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- Regular review of security arrangements

Only authorised individuals may access personal information required for their role.

## Your Rights

Under UK GDPR, you have the right to:

### *Access*

Request a copy of the information we hold about you.

### *Rectification*

Request correction of inaccurate information.

### *Erasure*

Request deletion of information in certain circumstances.

### *Restriction*

Request that processing be limited.

### *Objection*

Object to processing where we rely on legitimate interests.

### *Data Portability*

Receive certain information in a structured electronic format.

### *Withdraw Consent*

Where processing is based on consent, you may withdraw that consent at any time.

## Making a Request

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To exercise your rights, please contact:

Email: [admin@standrewslive.org.uk](mailto:admin@standrewslive.org.uk)  
Telephone: 0151 226 3406

We will normally respond within one calendar month.

## Complaints

If you are unhappy with how we use your information, please contact us first so we can try to resolve the issue.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Telephone: 0303 123 1113

## Changes to this Notice

We may update this Privacy Notice from time to time to reflect changes in our services, legal requirements or organisational practices.

The latest version will always be available from St Andrew's Community Network.