



Privacy Notice

At Lotus Families, we understand that sharing personal information can feel difficult, especially if you have experienced abuse. We are committed to treating your information with care, respect and confidentiality.

This Privacy Notice explains what information we collect, how we use it, and how we keep it safe. It applies whether you contact us online, by phone, email, letter or in any other way.

When you use our services or share information with us, we will use it in the ways described in this notice. If anything is unclear, you can always ask us.

Our approach to your information

- Your privacy is important and we treat it as a fundamental right
- We have a duty of care to protect the people whose information we hold
- We only collect information that we genuinely need
- We will never sell, rent or share your information for marketing purposes

1. Your rights

The UK General Data Protection Regulation (UK GDPR) gives you rights over your personal data. These include:

- The right to be informed - to understand how your information is used
- The right of access - to request a copy of the information we hold about you
- The right to rectification - to have incorrect or incomplete information corrected
- The right to be forgotten - to request deletion of your information in certain circumstances
- The right to restrict processing - to limit how your information is used
- The right to data portability - to obtain and reuse your information
- The right to object - to object to how your information is used
- The right to withdraw consent - where we rely on consent, you can withdraw it at any time

If you would like to exercise any of these rights, or request a copy of your information, please contact us:

Clare Rowland
Data Protection Officer
Lotus Families
Enterprise Centre, Denton Island
Newhaven BN9 9BA
Telephone: 01273 612025
Email: hello@lotus-families.org.uk

We manage personal information in line with recognised data protection standards, including BS 10012:2017.

2. How we collect and use your information

2.1 Cookies on our website

Our website uses cookies to understand how people use the site and to help it work properly. Please see section 7 for more information.

2.2 Forms

We use online forms to receive referrals or enquiries. These may be completed by you or by someone referring you. The information is sent securely to us by email and stored in our systems only for as long as needed to process your enquiry or referral. We only collect information that we need to understand your situation, respond to you, or provide support. We rely on our legitimate interests to do this.

2.3 During our services

If you receive support from us, we will collect information to:

- understand your situation
- assess risk and support your safety
- provide appropriate support

This may include safeguarding information where necessary.

You can choose how much information to share with us. We will only ask for what we need to support you.

If you volunteer with us, we will keep a record of your contact details and your volunteering activity.

All client and volunteer information is stored securely in our Oasis database. We rely on our legitimate interests to process this data and only keep it for as long as necessary before securely deleting it.

2.4 Email newsletter (not currently operating)

If you choose to receive updates from us, we will store your name and email address using Mailchimp.

We will only send you emails if you have agreed to this. You can unsubscribe at any time using the link in our emails or by contacting us.

Mailchimp acts as a data processor on our behalf (see section 6).

2.5 Donations and fundraising

If you donate or fundraise for us, this may be processed through third-party platforms such as TotalGiving or JustGiving. When you donate through them, they act as the data controller for your information. They securely process your payment and personal details in line with their own privacy policy.

We may receive limited information so we can:

- thank you for your support
- keep accurate financial records
- contact you about your donation, where you have agreed

We rely on legitimate interests to process this information. We will only contact you for marketing or updates if you have given permission.

2.6 Employees, trustees and applicants

If you apply for a role with us, we collect information to assess your suitability. This may be provided by you or by referees. We rely on our legitimate interests to process this information. Unsuccessful applications are kept securely for a limited time and then deleted.

If you are successful, we process your information as part of your employment contract. This includes DBS checks where required. Employee data is stored securely on SharePoint and our HR system (Breathe), and may be accessed by our HR contractor.

We also keep a record of trustee information for governance purposes. All information is stored securely and only kept for as long as necessary.

3. Information sharing

We will never sell or swap your information. We may share your information with trusted partner organisations who help us deliver our services. These organisations must follow data protection laws and only act on our instructions.

We will usually talk to you before sharing your information and explain why.

The only time we may share your information without your consent is:

- if we are concerned about your safety or someone else's safety
- in an emergency
- where we are required to do so by law (for example, by the police or a court)
- to protect our organisation (for example, in cases of suspected fraud)

We do not share your information for any other purposes.

4. Accuracy of your information

We aim to keep your information accurate and up to date. Please let us know if anything changes. If we become aware that information is incorrect, we will correct it as soon as possible.

5. Where your information is stored

Most of the information we hold is stored within the UK. In some cases, information may be processed outside the UK (for example, where our service providers are based overseas). Where this happens, we take steps to ensure your information remains protected in line with this Privacy Notice.

6. Our website

Our website uses secure systems to protect your information. While no system can be guaranteed to be completely secure, we have procedures and safeguards in place to reduce risks and prevent unauthorised access.

Our website may contain links to other websites. We do not control how these sites use your information, so we recommend checking their privacy policies.

7. Cookies

Cookies are small text files placed on your device to help websites function and understand how they are used.

We use cookies to:

- improve how our website works
- understand how visitors use the site

We use Google Analytics to help us do this. This collects general information (such as location, device and browser type) but does not directly identify you. You can control or disable cookies through your browser settings or by using our cookie banner.

8. Complaints

If you are unhappy with how we have handled your information, you can contact us using the details below. We will respond without undue delay and within one month. If you are not satisfied with our response, you can contact the Information Commissioner's Office (ICO):

<https://ico.org.uk/make-a-complaint/>

9. Changes to this notice

We may update this Privacy Notice from time to time. Any changes will be published on this page. Continued use of our services means you accept these updates.

10. Privacy queries

If you have any questions about this Privacy Notice, please contact:

Clare Rowland, Data Protection Officer

Lotus Families

Enterprise Centre, Denton Island

Newhaven BN9 9BA

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Email: hello@lotus-families.org.uk

Date of publication: March 2026