**Privacy Notice**

**Effective Date:** June 2024
**Contact:** support@centralwomensaid.org | 0330 355 1122

**1. Who We Are**

Nottingham Central Women’s Aid (“we”, “us”, or “our”) is a charity supporting women and children affected by domestic abuse. We are committed to protecting your privacy and handling your personal data with care and respect.

**2. What Information We Collect**

We may collect and process the following types of personal data:

* Name, contact details (email, phone number)
* Information you provide when contacting us for support
* IP address and website usage data (via cookies)
* Any other personal data you choose to share with us

**3. How We Use Your Information**

We use your data to:

* Provide support services
* Respond to enquiries
* Improve our website and services
* Comply with legal obligations

**4. Legal Basis for Processing**

We process your data under the following lawful bases:

* **Consent** – when you voluntarily provide information
* **Legitimate interests** – to operate and improve our services
* **Legal obligation** – where required by law

**5. Sharing Your Data**

We do not sell your data. We may share it with:

* Trusted service providers
* Authorities, if legally required

We ensure all third parties respect your data and comply with data protection laws.

**6. Data Retention**

We retain personal data only as long as necessary for the purposes outlined above or as required by law.

**7. Your Rights**

You have the right to:

* Access your data
* Correct inaccuracies
* Request deletion
* Object to processing
* Withdraw consent at any time

To exercise your rights, contact us at support@centralwomensaid.org.

**8. Cookies**

Our website uses cookies to enhance your experience. Please see our [Cookie Policy] for more details.

**9. Children’s Data**

We do not knowingly collect data from children without appropriate consent. If you believe we have done so, please contact us.

**10. How to Complain**

If you are unhappy with how we handle your data, you can contact the **Information Commissioner’s Office (ICO)** at www.ico.org.uk.