



# Culture Shift Privacy Notice

Culture Shift is committed to ensuring the privacy of our beneficiaries is protected.

## What we collect

We only collect personal data which is legal and necessary to the services we provide, or for which explicit consent is given, for example to keep people informed about our work.

This may include name, telephone number, email address and other contact information. In cases where people are accessing one of our activities, it may also include other information about their needs (for example, information on disabilities, carers, or dietary requirements).

We will not collect any personal data that we do not need in order to provide these services, and we will not continue to hold this information after we no longer need it.

## What we do with it

All the personal data we process is processed by our staff in the UK. No third parties have access to your personal data unless the law allows them to do so.

We have data protection processes in place to oversee the effective and secure processing of personal data. More information can be found in our full data protection policy.

## How long we keep it

We will keep personal data only for as long as is required, so long as this is compliant with legislation. For example, under UK tax law we are required to keep basic personal data relating to contracts and services for a minimum of 6 years, after which time it will be destroyed.

Sensitive personal information relating to use of our services (for example, information on health needs or disabilities) will only be kept for as long as is required to deliver those services, after which time it will be destroyed.

However, with consent, we would like to store your contact details (for example, your name and email address) for longer than this in order to keep people informed about our work. This information will never be shared with third parties and people can unsubscribe from communications at any time via phone or email.

## Your rights

If at any point a person believes the information we process is incorrect they can request to see this information and even have it corrected or deleted. In the first



instance, please contact our data protection lead, Clare Towner, at [clare@cultureshift.org.uk](mailto:clare@cultureshift.org.uk)

To raise a complaint on how we have handled personal data, please contact our data protection lead who will investigate the matter fully and deal with it in accordance with our data protection policy and complaints policy.

If unsatisfied with our response, or in the belief that we are processing personal data in accordance with the law, complaints can be made to the Information Commissioner's Office (ICO).

## **Security**

We are committed to ensuring that information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on a computer's hard drive. The cookie helps analyse web traffic and lets people know when they visit a particular site. Cookies allow web applications to respond to individuals. The web application can tailor its operations to needs, likes and dislikes by gathering and remembering information about preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide a better website, by enabling us to monitor which pages people find useful. A cookie in no way gives us access to individual computers or personal information, other than the data people choose to share with us.

Individuals can choose to accept or decline cookies. Most web browsers automatically accept cookies, but people can usually modify browser settings to decline cookies if they prefer. This may prevent people from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to enable people to visit other websites of interest easily. However, once they have used these links to leave our site, please note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information provided whilst visiting such sites and such sites are not governed by this privacy statement. We advise caution and looking at the privacy statement applicable to the website in question.

*(Last updated: October 2025)*