



Your Data Protection Rights

FQ108a
Dec 2025

Welcome to Acacia Family Support. We know that the relationship we have with you is built on trust and we want you to feel confident that we are taking the very best care of you and the information we hold about you.

Under data protection law, we need to ensure that you are aware of why we hold information about you, what we use it for, where it might be stored, how long we keep it and what you need to do if you have any concerns about this.

Please take a moment to read this notice and please ask if there is anything you don't understand.

The information we collect

We collect personal information about you in a number of different situations, for example when you enquire about our activities, register with us to access our services, make a donation, register for an event, engage with us over social media, or request other products and services such as emails and newsletters.

If you enter into our service, we will also collect and store personal information from your assessment, relevant conversations, and possibly other agencies involved in your care.

The personal information we might need to collect, depending upon your involvement, includes:

- Name, address, date of birth, contact details.
- Records of our work with you including referral information, general health information and assessments.
- Your family circumstances.
- Financial information (for donors and supporters) including Gift Aid.
- Marketing preferences.

Rights to refuse

If you do not feel like you can provide us with some or all of this information, it is most unlikely that we will be able to offer you a service.

How we use your information

It is in our legitimate interests to collect and store your personal data as it provides us with the information that we need to provide our services to you effectively and safely and to meet any legal obligation on us to hold your information. This is our legal basis for collecting and processing your information.

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Sharing your information

As we work with you it can sometimes become necessary to share information about you with other agencies that you are already involved with, or with your GP and other medical practitioners. Where possible, we do this with your involvement, however if we felt it was absolutely necessary to do this without your knowledge initially, because you were at immediate risk to yourself or others, we would ensure that we do so lawfully.

Marketing

We won't contact you for marketing purposes if you tell us not to.

Transferring information to other countries

As a small organisation, we use a cloud-based version of Microsoft Office 365. As a result, our data is stored in the Microsoft Cloud which is based in the EU. In the unlikely event that we transfer your personal information to countries that are outside of the European Union we would ensure that the transfer is carried out in a compliant manner and appropriate safeguards are in place. A copy of our security measures for information transfer can be obtained from our The Data Protection Officer, Rob Ewers. Our client management system contains your health data is also cloud based. This system is based in the EU and does not send data outside of the EU.

Retention of personal information

We will retain and process your personal information for as long as necessary to meet the purposes outlined in this notice and to comply with the Records Management Code of Practice for Health and Social Care 2016. In most instances this will be a maximum of 8 years.

Data Protection Rights

Data protection laws provide you with a number of rights under the data protection laws, namely:

- To access your data (by way of a subject access request);
- To have your data rectified if it is inaccurate or incomplete;
- In certain circumstances, to have your data deleted or removed;
- In certain circumstances, to restrict the processing of your data;
- A right of data portability;
- To object to direct marketing;
- Only to be subject to automated decision making under certain circumstances;
- To claim compensation;
- To withdraw your consent to our processing of your information at any time.

You can ask for further information about our use of your personal information or complain about its use by contacting Rob Ewers, our Data Protection Officer, at 3rd Floor, Plantsbrook House, 94 The Parade, Sutton Coldfield, England, B72 1PH or by email at rob@acacia.org.uk.

Once you have contacted Acacia and had a response, if you are not satisfied with our handling of any request or complaint by you in relation to your rights, you also have the right to make a complaint directly to the Information Commissioner's Office. Their address is: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

In 2025 the UK Government introduced a new Data (Use and Access) Act (DUAA), which will have an impact on your rights and on the way that charities advertise fundraisers and activities. The changes will be phased in slowly and this notice will be updated to reflect the changes as they come into practice.