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New Horizon Youth Centre – Privacy Notice

New Horizon Youth Centre (NHYC) supports young people aged 16-24 who are experiencing homelessness or are unsafe in London. As data controller, NHYC is committed to looking after and protecting the personal data it holds for young people, staff and other stakeholders and thus protecting their rights and freedoms. Alongside ensuring compliance with legal obligations under the General Data Protection Regulation, 2018 (GDPR), the purpose of this policy is to inform all data subjects of how their personal information might be processed.

Personal Data

Personal information is any information that can be used to identify a living person. For example, name and contact details. Identification can be by the information alone or in conjunction with any other information in our possession or likely to come into our possession.

How do we process your personal data and why?

NHYC complies with its obligations under the GDPR. Depending on why we have received your data, we use your personal data for the following purposes:

- To contact you regarding your enquiry or case with us
- To refer you to other partner organisations who are able to help
- To inform you of our work, updates or news
- To process donations
- To process feedback

We will only process your personal data if we have a legitimate reason to do so. Our legal basis for processing is as follows:

1. Consent – You have agreed for NHYC to process your data for a specific purpose and can withdraw your consent at any time. (Link to data protection rights below)
2. Contract – The processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.
3. Legitimate interest – The processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual’s personal data which overrides those legitimate interests.
4. Legal obligation – The processing is necessary to comply with the law

5. Vital interests – The processing is necessary to protect someone’s life

NHYC will treat your personal data as confidential. We will only share your personal data with third parties with your knowledge and consent. The only exception to this is in circumstances where we have significant concerns about your safety or risk to others.

While we may collect information about the way you have used this website, we do not collect any personal data that would allow us to trace you as an individual user, unless it is specifically stated on an individual page (e.g. our online Self-Referral Form).

We require usage information to understand how our website functions for users, and so may use the information to improve its function or design. If you do share contact information via an online form or questionnaire there will be a checkbox to allow you to choose whether NHYC can contact you in future e.g. via a newsletter or for fundraising activities.

How we store your personal information

Your personal information will be stored securely by NHYC and will not be kept for longer than is reasonably necessary. Examples of retention periods we follow are:

- Young people’s information – 6 years
- Recruitment information – 6 months
- Funder information, including records of donations – 6 years
- Newsletter subscriptions – until you tell us you wish to unsubscribe

Following the retention period, your personal information will be securely destroyed.

Your data protection rights

Under data protection law, you have rights including:

- Right of access - You have the right to ask us for copies of your personal information.
- Right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to make a request, please email us at

info@nhyouthcentre.org.uk. Alternatively, you may call us on 0207 388 5560 or write to us at New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@nhyouthcentre.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Changes to our Privacy Notice

NHYC may change this policy from time to time by updating this page. This policy was last updated on 07.09.2022.