



Veterans Regroup CIC

Privacy Policy & Data Protection Notice

Updated: September 2026

Data Controller: Veterans Regroup CIC

Veterans Regroup CIC (“we”, “us”, “our”) is committed to protecting the privacy and security of the personal data of veterans, serving personnel, reservists, families, volunteers, supporters, partners and members of the public who engage with our services.

We comply with all relevant UK legislation, including:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018 (DPA 2018)
- Data Use and Access Act 2025 (DUAA)
- Privacy and Electronic Communications Regulations (PECR)
- Safeguarding legislation relevant to health, social care and vulnerable adults

This Privacy Policy explains how and why we collect, use, store and share personal data, and outlines your rights.

1. Who We Are

Veterans Regroup CIC is a Community Interest Company supporting veterans, serving personnel, reservists, and the wider Armed Forces community through:

- One-to-one advice on housing, employment, health, education and training, and finances
- Wellbeing services, including social connection, recovery pathways and multi-agency Armed Forces hubs
- Advocacy, signposting and coordinated support
- Community-based activities and partnership working

We are the Data Controller for all personal data processed in connection with our services, programmes, events, communications and operations.

2. What Personal Data We Collect

We only collect information necessary to deliver our services, fulfil legal obligations, or operate safely and effectively.

2.1 Core Personal Information

We may collect:

- Name, address, telephone number, email
- Date of birth
- Emergency contact details
- Service history (including reservist status)
- Information you provide during registration, referrals or support sessions

2.2 Special Category Data

Where relevant to your support needs, we may collect:

- Health and medical information
- Mental health information
- Disability information
- Ethnicity, sexual orientation (for equality monitoring)
- Criminal history (only for safeguarding and risk assessment)

We process special category data only with:

- Your explicit consent, or
- Under substantial public interest conditions permitted by UK GDPR and DPA 2018

2.3 Financial and Casework Information

Where support involves benefits, debt, housing or welfare advocacy, we may collect:

- Income and expenditure details
- Benefit information
- Debt and creditor information
- Supporting documents

2.4 Website, Cookies and Digital Interaction

If you use our website or digital platforms, we may collect:

- IP address

- Device information
- Pages visited
- Cookie preferences

Cookies help improve user experience and site performance. You can disable non-essential cookies at any time.

2.5 Volunteers, Supporters and Event Participants

We may collect:

- Contact details
- Volunteer records
- Event participation information
- Donation history (if applicable)

Under DUAA 2025, we may send limited marketing communications to existing supporters under the charity soft opt-in, but you can opt out at any time.

3. How We Collect Your Data

We collect data through:

- Registration forms
- Referral forms
- Casework sessions (in person, online or by phone)
- Email or telephone correspondence
- Website forms
- Events, training or workshops
- Volunteer onboarding
- Multi-agency collaboration (with your consent)

4. Why We Collect and Use Your Data

We process personal data under lawful bases including:

- Consent
- Legitimate interests (supporting veterans, serving personnel, reservists and families)
- Contract

- Legal obligation
- Substantial public interest (safeguarding, health and social care)

We use your data to:

- Provide **one-to-one advice** on **housing, employment, health, education and training, finances**, and related matters
- Deliver wellbeing services, recovery support and social connection opportunities
- Assess eligibility for programmes
- Deliver casework, advocacy and referrals
- Manage volunteer relationships
- Improve our services
- Maintain safety and safeguarding
- Comply with legal and regulatory requirements
- Communicate essential service information
- Administer events, training and community activities

5. Sharing Your Data

We never sell or rent your personal data.

We may share data only when necessary:

5.1 With Your Consent

For example:

- Referrals to partner organisations
- Multi-agency support
- Sharing casework information with third parties (e.g., creditors, housing providers)

5.2 Without Consent (Legal Grounds Only)

- Safeguarding concerns
- Legal obligations
- Regulatory authorities
- Emergency services
- Professional advisers (e.g., legal or clinical)

5.3 Trusted Service Providers

We may use secure third-party systems for:

- Case management
- Email communications
- IT hosting
- Survey tools
- Event registration

All providers are contractually bound to UK GDPR compliance.

6. How We Store and Protect Your Data

We use secure electronic systems and physical safeguards.

“Your information will be held electronically on a secure, password protected online storage system... Any paper based documents will be stored in a lockable filing cabinet.”

Veterans Regroup CIC maintains:

- Encrypted digital storage
- Access controls and role-based permissions
- Regular password updates
- Secure case management systems
- Locked storage for paper records
- Staff training in data protection
- Secure transfer protocols
- Regular audits and compliance checks

7. How Long We Keep Your Data

We retain data only as long as necessary.

Veterans Regroup CIC retention periods:

- Casework and beneficiary records: 6–10 years depending on service type
- Safeguarding records: 10 years minimum
- Financial records: 7 years (legal requirement)
- Volunteer records: duration of involvement + 6 years
- Marketing preferences: until you opt out

- Suppression lists: indefinitely (to ensure no further contact)

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where legally permissible)
- Restrict processing
- Object to processing
- Withdraw consent
- Request data portability
- Complain to the ICO

If you wish to exercise your rights, contact us using the details below.

9. Children and Vulnerable Adults

Where services involve children under 13, we require consent from a parent or legal guardian.

Where services involve vulnerable adults, we follow statutory safeguarding procedures.

10. Photography, Media and Social Media

We will always seek explicit consent before using identifiable images, video or audio of individuals.

Crowd images where individuals are not identifiable are not considered personal data.

11. Use of AI Tools

Veterans Regroup CIC may use AI tools to improve administrative efficiency (e.g., drafting documents, analysing anonymised trends). We do not use AI to make automated decisions about individuals. All AI processing is supervised by humans and complies with UK GDPR.

12. Changes to This Policy

We may update this Privacy Policy periodically. If changes materially affect your rights or how we process your data, we will notify you.

13. Contact Us

Data Protection Lead

Veterans Regroup CIC

Email: **support@veteransregroup.co.uk**

If you are dissatisfied with our response, you may contact the Information Commissioner's Office (ICO):

- Website: <https://ico.org.uk>
- Telephone: 0303 123 1113