



Streetz CIC (Community Interest Company)
dedicated to helping prevent youth homelessness

PRIVACY & COOKIE POLICY

Last updated: [27th September 2026]

1. About this Privacy Policy

Streetz CIC is a Community Interest Company established in 2021 to support the education, employment and emotional wellbeing of young adults aged 16–23 who are experiencing homelessness or housing insecurity.

We are committed to protecting the privacy and personal information of everyone who interacts with us, including young people who use our services, parents or guardians where applicable, volunteers, employees, partner organisations, funders and visitors to our website.

This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, who we may share it with and what rights you have under UK data protection law.

Streetz acts as a **data controller** for the personal information described in this policy, unless we explain otherwise.

2. Who is responsible for your information?

Streetz CIC

[Registered Address – 20 Grove Street, Warrington, Cheshire. WA4 1BA]

[Email - streetzcic@gmail.com]

[TELEPHONE NUMBER – **new phone to be purchased & number provided**]

[COMPANY REGISTRATION NUMBER - 13343849]

For privacy enquiries, please contact:

Email: [PRIVACY/DATA PROTECTION EMAIL – streetzcic@gmail.com]

If you have concerns about how we use your personal information, please contact us first so that we can try to resolve the issue.

You also have the right to contact the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection.

3. Information we may collect

Depending on how you interact with Streetz, we may collect some or all of the following information.



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Information you provide to us

This may include:

- your name;
- date of birth and age;
- contact details, such as telephone number, email address and address;
- emergency contact details;
- information about your education, training and employment;
- information about your housing situation or homelessness status;
- information about your support needs and goals;
- information contained in applications, referrals, assessments or support plans;
- information about your communication preferences;
- photographs, videos or other media where you have given appropriate permission;
- feedback, complaints or enquiries you submit to us.

Sensitive or special category information

Because of the nature of our work, we may sometimes need to collect information that is considered **special category personal data** under UK data protection law.

This may include information relating to:

- physical or mental health;
- emotional wellbeing;
- disability;
- ethnicity;
- religion or beliefs;
- sexual orientation;
- other information relevant to providing appropriate support.

We only collect and use this type of information where there is a lawful basis for doing so and where an additional condition for processing special category data applies.



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We aim to collect only information that is relevant and necessary for the support or service being provided.

Information collected through our website

When you visit our website, we may collect technical information such as:

- IP address;
- browser type and version;
- device type;
- operating system;
- pages visited;
- approximate location derived from IP address;
- information about how you use our website.

Some of this information may be collected through cookies or similar technologies. Please see our **Cookie Policy** for further information.

4. How we use your information

We may use personal information to:

- provide education, employment and wellbeing support;
- assess and understand your support needs;
- communicate with you about our services;
- arrange appointments, activities, training or support;
- help you access education, employment, housing or other relevant services;
- safeguard young people and other individuals where necessary;
- respond to enquiries and requests;
- manage complaints and concerns;
- maintain appropriate records;
- administer our organisation;
- meet legal, regulatory and safeguarding responsibilities;
- demonstrate the impact of our work to funders and partners;



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- improve our services;
- send information about Streetz where you have requested or agreed to receive it;
- manage our website and understand how it is used;
- prevent or detect fraud, abuse or other unlawful activity.

Where possible, information used for reporting, research or demonstrating our impact will be anonymised or aggregated so that individuals cannot reasonably be identified.

5. Our lawful bases for using personal information

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

- **Consent** – where you have freely given consent for a specific use of your information;
- **Contract** – where processing is necessary to provide a service or fulfil an agreement with you;
- **Legal obligation** – where we are required to process information to comply with the law;
- **Vital interests** – where processing is necessary to protect someone's life or prevent serious harm;
- **Public task** – where applicable and where our activities fall within the relevant legal conditions;
- **Legitimate interests** – where processing is necessary for our legitimate organisational interests and those interests are not overridden by your rights and freedoms.

Where we process special category information, we will also rely on an appropriate additional legal condition under UK data protection law.

Where we rely on consent, you can withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of processing that took place before consent was withdrawn.



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6. Young people aged 16–23

Streetz provides services to young adults, including people aged 16 and 17.

We take additional care when handling information relating to young people. We aim to explain clearly, in age-appropriate language, what information we collect, why we need it and how it will be used.

Depending on the circumstances, we may need to work with parents, guardians, social workers, local authorities, housing providers, education providers, healthcare professionals or other organisations involved in supporting a young person.

We will only share information where there is a lawful basis for doing so and, where appropriate, with the knowledge or consent of the young person.

However, **confidentiality cannot always be guaranteed where there is a safeguarding concern or a serious risk of harm**. In such circumstances, we may need to share information with appropriate organisations or professionals to protect a young person or another person.

We will seek to explain this to young people wherever it is safe and appropriate to do so.

7. Safeguarding

The safety and wellbeing of young people is extremely important to Streetz.

If we believe that a young person or another individual may be at risk of significant harm, abuse, exploitation or neglect, we may need to share relevant information with appropriate services or professionals, such as safeguarding teams, local authorities, emergency services, healthcare professionals or the police.

We will only share information that is relevant and necessary for the circumstances.

8. Who we may share information with

We may share personal information, where lawful and necessary, with organisations and individuals such as:

- local authorities and housing services;
- education, training and employment providers;
- health and wellbeing services;
- social workers and safeguarding professionals;
- charities and community organisations involved in providing support;



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- funders and commissioners;
- professional advisers;
- IT, website, communications and data-management service providers;
- regulators and government bodies;
- law enforcement or emergency services where required or appropriate.

We do not sell your personal information.

Where we use external organisations to process information on our behalf, we take reasonable steps to ensure that they provide appropriate security and comply with applicable data protection requirements.

9. Sharing information with funders

Streetz may need to provide funders or commissioners with information demonstrating the reach and impact of our work.

Where possible, we will provide aggregated or anonymised information.

If identifiable personal information is required, we will only provide it where we have a lawful basis to do so and will take appropriate steps to protect the information.

10. How we protect your information

We take reasonable and appropriate technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- misuse;
- destruction;
- alteration;
- unauthorised disclosure.

These measures may include access controls, secure systems, passwords, staff training, confidentiality requirements and appropriate data-management procedures.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.



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11. How long we keep information

We only keep personal information for as long as it is reasonably necessary for the purposes for which it was collected, including to meet legal, accounting, safeguarding or reporting requirements.

The exact retention period will depend on the type of information and why we hold it.

When information is no longer required, we will securely delete, destroy or anonymise it.

Streetz maintains appropriate data-retention procedures to help ensure that personal information is not kept for longer than necessary.

12. Your data protection rights

Under UK data protection law, you may have the right to:

- **access** the personal information we hold about you;
- ask us to **correct** inaccurate or incomplete information;
- ask us to **erase** your personal information in certain circumstances;
- ask us to **restrict** how we use your information in certain circumstances;
- **object** to certain types of processing;
- ask for your information to be **transferred** to you or another organisation in certain circumstances;
- **withdraw consent** where we rely on consent as our lawful basis.

These rights are subject to certain legal exceptions and may not apply in every situation.

If you would like to exercise your rights, please contact us using the details in Section 2.

We may need to ask for information to verify your identity before responding to a request.

We will normally respond to a valid request within one month, although this may be extended where legally permitted for complex or multiple requests.



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13. Children's and young people's privacy

We recognise that some people using our services may be under 18.

We take particular care to ensure that privacy information is understandable and accessible to young people. We will explain how information is used and shared in a way that is appropriate to the individual's age and circumstances.

Where consent is required, we will take appropriate steps to ensure that consent is valid in the circumstances.

14. Cookies

Our website may use cookies and similar technologies.

Cookies are small text files placed on your device that can help websites operate, remember preferences and understand how visitors use the website.

Where required by law, we will ask for your consent before using non-essential cookies.

You can manage or disable cookies through your browser settings and, where available, our website's cookie settings.

For more information, please see our **Cookie Policy**.

15. Third-party websites

Our website may contain links to websites operated by other organisations.

This Privacy Policy does not apply to those websites. We encourage you to read the privacy policies of any third-party websites you visit.

Streetz is not responsible for the privacy practices or content of external websites.

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, legal requirements or how we process personal information.

The latest version will always be published on our website, together with the date it was last updated.

17. Contact us

If you have questions about this Privacy Policy, how Streetz uses personal information, or your data protection rights, please contact:



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You can also contact the:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/>

Telephone: 0303 123 1113

Streetz ICO Registration Number : ZB450518

Streetz CIC

Supporting education, employment and emotional wellbeing for young adults aged 16-23 experiencing homelessness or housing insecurity.