

# Sustainable Merton Privacy Notice

## Privacy Notice

Sustainable Merton is a registered charity working with local communities to improve wellbeing, strengthen community connections and promote environmental sustainability across the London Borough of Merton.

To carry out our work, we need to collect and use certain types of personal information about the people we work with, including beneficiaries, volunteers, trustees, members, supporters, funders, partners, contractors and suppliers.

This Privacy Notice explains how we collect, use, store and protect your personal information, and how you can exercise your rights under UK data protection legislation.

## Who We Are

The data controller responsible for your personal information is Sustainable Merton.

### Address:

Sustainable Merton, % Canons House, 19 Madeira Road, Mitcham, Surrey CR4 4HD

Email: [info@sustainablemerton.org](mailto:info@sustainablemerton.org)

## What Personal Information Do We Collect?

Depending on your relationship with Sustainable Merton, we may collect and process:

### Basic Information

- Name
- Postal address
- Email address
- Telephone number

### Participation Information

- Details of projects, activities or services you participate in
- Volunteer information
- Membership information
- Event attendance records
- Feedback and survey responses

## **Demographic Information**

- Age range
- Gender
- Ethnicity
- Disability information
- Other equality monitoring information

We only collect this information where necessary and will explain why it is being collected.

## **Emergency Contact Information**

Where appropriate, such as for volunteering activities, events or community programmes, we may collect emergency contact details.

## **Professional Information**

Where relevant, we may collect:

- Job title
- Organisation
- Professional contact details

## **Images and Media**

We may collect photographs, video recordings or audio recordings where you have provided consent or where another lawful basis applies.

## **Other Information**

Any other information you choose to provide to us in relation to enquiries, support requests, volunteering opportunities, project participation or partnership working.

## **How Do We Collect Personal Information?**

We collect information:

- Directly from you through registration forms, surveys, enquiries and applications
- When you sign up for newsletters, events or volunteering opportunities
- Through project delivery and participation
- From partner organisations where you have consented to information being shared
- Through our website and online forms

## **Why Do We Collect Your Information?**

We use personal information for the following purposes:

## **Service Delivery and Community Programmes**

- To deliver projects, activities and services
- To communicate with participants and beneficiaries
- To provide support and information requested by you
- To assess eligibility for specific programmes where required

## **Volunteers, Trustees and Community Champions**

- To manage volunteering opportunities and trustee responsibilities
- To provide updates about our work and activities
- To communicate about meetings, events and opportunities
- To ensure the safety and wellbeing of volunteers and participants

## **Members and Supporters**

- To administer membership arrangements
- To send newsletters and updates
- To provide information about activities, projects and events
- To inform you about opportunities to support our work

## **Monitoring, Evaluation and Reporting**

- To understand the impact of our work
- To improve services and activities
- To prepare reports for funders and stakeholders
- To support funding applications and grant reporting requirements

Where possible, reports provided to funders are anonymised and do not identify individuals.

## **Strategic Partners, Contractors and Suppliers**

- To manage working relationships
- To communicate regarding contracts, projects and services
- To maintain appropriate business records

## **What Is Our Lawful Basis for Processing?**

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

Depending on the circumstances, we may process information because:

- You have given consent
- Processing is necessary to fulfil a contract or agreement
- Processing is necessary to comply with a legal obligation
- Processing is necessary for our legitimate interests as a charity, provided your rights and interests do not override those interests

Where we process special category data (for example information about ethnicity, disability or health), we will ensure an appropriate lawful basis and condition for processing applies.

## **Marketing and Communications**

We would like to keep you informed about our activities, projects, events and opportunities to support Sustainable Merton.

Where required, we will seek your consent before sending marketing communications.

You can unsubscribe from our communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

We do not sell personal information to third parties.

## **Sharing Your Information**

We treat personal information confidentially and only share it where necessary and lawful to do so.

We may share information with:

- Trusted delivery partners involved in providing services or activities
- Professional advisers, auditors and regulators
- Funding bodies where reporting is required
- Technology providers who help us operate our systems
- Emergency services where necessary to protect health or safety

We may also disclose information where required by law, regulation, court order or safeguarding responsibilities.

## **How We Store and Protect Your Information**

We store information securely using appropriate technical and organisational measures.

Information may be stored using secure cloud-based systems, including Google Workspace and other approved service providers used by Sustainable Merton.

Access to personal information is restricted to authorised staff, trustees and volunteers who require access for legitimate organisational purposes.

We regularly review our security arrangements to help protect personal information from unauthorised access, disclosure, loss or misuse.

We use trusted third-party service providers to help us deliver our activities and manage our operations. These may include providers of email services, cloud storage,

online forms, event booking systems, survey tools and website hosting services. Examples include Google Workspace, Wix, Eventbrite, Google Forms, Local Giving and SurveyMonkey. These providers process personal information on our behalf and are required to do so securely and in accordance with applicable data protection legislation.

Where personal information is processed outside the UK, we will ensure that appropriate safeguards are in place as required by UK data protection legislation.

## How Long Do We Keep Information?

We will only keep personal information for as long as necessary for the purpose for which it was collected and to meet legal, regulatory or funding requirements.

Retention periods vary depending on the type of information and activity involved.

Where information is no longer required, it will be securely deleted or anonymised.

## Your Data Protection Rights

Under UK data protection law, you have rights including:

- The right to access your personal information
- The right to have inaccurate information corrected
- The right to request erasure of information in certain circumstances
- The right to restrict processing in certain circumstances
- The right to object to processing in certain circumstances
- The right to data portability where applicable
- The right to withdraw consent where processing is based on consent

You will not normally be charged for exercising these rights.

We aim to respond to requests within one month.

To exercise any of your rights, please contact:

**Email:** [info@sustainablemerton.org](mailto:info@sustainablemerton.org)

## How to Make a Complaint

If you have concerns about how Sustainable Merton uses your personal information, please contact us in the first instance at:

**Email:** [info@sustainablemerton.org](mailto:info@sustainablemerton.org)

We will do our best to resolve any concerns promptly and fairly.

## Information Commissioner's Office (ICO)

You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your personal information.

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

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

## Cookies

Our website is hosted by Wix and may use cookies to provide website functionality, improve user experience and help us understand how visitors use the site.

For further information about how Wix uses cookies and processes information, please refer to Wix's privacy information.

## Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, guidance or our activities.

The latest version will always be available on our website.

**Last updated:** June 2026