Thread Ahead Privacy Policy

Date last reviewed: 8th May 2026

Date next review due: 8th May 2027

Getting in touch with us

Thread Ahead is the data controller for the personal information we process:

- Registered charity name: Thread Ahead
- Registered charity number: 1195144
- Contact email for privacy queries: hello@threadahead.org
- Named role responsible for data protection: CEO

If you have any questions about this policy or how we use your data, please contact us at: hello@threadahead.org

Purpose of this policy

Thread Ahead is committed to protecting the privacy and personal data of everyone we work with, including programme participants, volunteers, donors, supporters, job applicants and website users.

The type of personal information we collect

We currently collect and process the following information:

- Service user data, including contact details and demographic information
- Referral Partner data, including organisation and contact details
- Employee data

- Volunteer data
- Website user data
- Funder profiling information
- Identity/contact information
- Donation/payment information
- Recruitment information
- Safeguarding-related information
- Equalities monitoring data
- Website usage data
- Communications/preferences information

As part of our charitable activities, we may process personal data relating to children and young people. We take additional care when handling this information and only collect data that is necessary for our work and safeguarding responsibilities.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

1. To collect limited personal information as part of our mailing list sign-up processes, to allow us to inform relevant parties about our services which may be of interest to them.
2. To collect limited personal information about clients in order to fulfil a referral request.
3. To contact individuals about the details of the event they have been referred to and to ask for any feedback afterwards.
4. To contact individuals who have received our support in the past to inform them about changes to our services or events which might be of interest to them.
5. To collect personal information from our referral partners and volunteers in order for our service to ensure good ongoing communication.
6. To maintain a list of people who have donated to us before or who we have previously applied for funding from, so that we can contact them about our needs.

7. To maintain a list of companies and people who have made in-kind donations to ask to say thank you and to ask if they would like to hear from us further.
8. To claim Gift Aid on a person's donations.
9. To maintain accurate records of clients in order to anonymise data to use in funding applications and reporting.
10. To maintain accurate records to ensure we comply with legislation concerning Safeguarding and/or Health and Safety recording.
11. To use the limited personal data we collect and store for 5 years before anonymising for long term use in order to assess the impact of our services.
12. To maintain a list of people who have explicitly told us that they don't want to be contacted by us again.
13. To maintain contact information for anyone who has volunteered for Thread Ahead so we can contact them about future volunteering opportunities.
14. To keep our volunteer, client and referrer database information up to date.
15. To maintain accurate staff records, in line with our HR policies.
16. To keep a list of people who have expressed an interest in/given permission for their photos and/or stories to be used for media purposes, either anonymously and/or named.

Our website may also use cookies and similar technologies to improve functionality and understand website usage. We may use analytics services, such as Google Analytics, to help us understand how visitors use our website. You can manage cookie preferences through your browser settings.

We also receive personal information indirectly from referral partners, when they are sharing their client's information, in order to enable us to provide support. Referral partners are required to get consent from the people they are referring prior to sharing this data with Thread Ahead.

We may share information with local authorities, funding bodies and other voluntary organisations, but only with your consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. Your consent. You are able to remove your consent at any time. You can do this by contacting hello@threadahead.org.
2. We have a contractual obligation.

3. We have a legal obligation.
4. We have a vital interest.
5. We need it to perform a public task.
6. We have a legitimate interest.

How we store your personal information

We use appropriate technical and organisational measures to protect personal data, including restricted access, password protection and secure cloud-based systems.

We may share personal data with trusted third-party service providers who support our operations, such as:

- cloud storage providers;
- email and newsletter platforms;
- payment processors;
- website hosting providers;
- event and survey platforms.

We require third parties to respect the security of personal data and process it in accordance with the law.

Some of our service providers may store or process personal data outside the UK. Where this occurs, we ensure appropriate safeguards are in place in accordance with UK data protection law.

We retain personal data only for as long as necessary for the purposes for which it was collected, including legal, safeguarding, accounting and reporting requirements. More information regarding this can be found in our Data Retention Policy.

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 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.
- Right to complain - You have the right to complain if you are unhappy about how we have used or stored your data. More information about this can be found below.
- Right to withdraw consent - You have the right to remove your consent to Thread Ahead processing your data at any time. You can do this by contacting hello@threadahead.org.

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.

Please contact us using the details at the top of this policy if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@threadahead.org or by emailing Saskia Borchardt-Hume (CEO and Designated Safeguarding Lead) at saskia@threadahead.org.

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

- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

- Helpline number: 0303 123 1113
- ICO website: https://www.ico.org.uk

Review of Policy

This policy will be reviewed on an annual basis by the CEO and the Board of Trustees to ensure it remains up-to-date and reflects the needs and practices of the organisation. We may update this policy sooner, if needed, to reflect changes in our practices or legal obligations.