

## **Policies and Procedures**

### **Privacy Notice**

#### **Refugee and Migrant Justice**

<b>Responsible Officer:</b>	<i>Nathan Sperry</i>
<b>Latest Update:</b>	<i>January 2026</i>
<b>Review Date:</b>	<i>January 2027</i>
<b>Approval:</b>	

## **1. Introduction:**

Refugee and Migrant Justice is committed to protecting your privacy. We take your privacy very seriously and have detailed procedures regarding how that data is used in line with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. This privacy policy describes how we collect, use, share, and safeguard your personal data when you visit our website as well for people who have signed up to our newsletter, filled in referral forms and for our clients who have signed our consent forms. By accessing or using the Site, you agree to the terms of this Privacy Policy.

## **2. Data Controller**

For the purposes of UK data protection law, the data controller is:

### **Refugee and Migrant Justice**

The People's Place  
80 – 92 High Street  
London  
E15 2NE

## **3. Lawful Bases for Processing**

Under UK GDPR, we must have a lawful reason to use your personal data. We rely on one or more of the following bases:

- **Consent** – where you have given clear permission (for example, signing up to receive emails)
- **Contract** – where processing is necessary to provide a service you have requested
- **Legal obligation** – where we are required to process data by law
- **Legitimate interests** – where processing is necessary for our legitimate organisational purposes and does not override your rights

Where we rely on consent, you may withdraw it at any time.

## **4. Information We Collect**

### **a. Personal Data You Provide**

We may collect personal information that you voluntarily provide when you:

- Sign up for our newsletter or mailing list
- Complete a contact or enquiry form
- Donate or contribute online
- Participate in surveys, campaigns, or feedback requests
- Provide details to your caseworker or in an appointment

This may include:

- Name
- Email address
- Postal address
- Telephone number
- Immigration history
- Medical history
- Financial information
- Criminal background
- Any other information you choose to provide

### **b. Automated Data Collection**

When you visit the Site, we may automatically collect certain technical information, including:

- IP address

- Browser type and version
- Pages visited and time spent
- Referring website addresses
- Device type and operating system

We may do this through cookies and similar tracking technologies to help us understand how the Site is used and improve your experience.

## 5. How We Use Your Information

We use your information for purposes including:

- Providing and improving our services
- Responding to enquiries or requests
- Sending newsletters and updates (where you have consented)
- Processing donations or other transactions
- Analysing website usage and trends
- Progressing client cases
- Creating statistics for research, campaigning and fundraising
- For training and quality purposes
- Complying with legal obligations
- Complying with regulatory and audit requirements with the Immigration advice authority, law society, strategic quality mark and legal aid agency.

We will only use your personal data where we have a lawful basis to do so — such as your consent, to fulfil our obligations to you, or for legitimate organisational interests.

## 6. Cookies and Tracking Technologies

We use cookies and similar technologies to collect usage data and customise your experience. Cookies may be *essential* (required for site functionality) or *non-essential* (analytics, preferences).

You can manage or refuse non-essential cookies through browser settings or cookie consent tools on the Site.

## 7. Sharing Your Information

We do not sell or lease your personal information to third parties for marketing purposes.

We may share your information with:

- Service providers who help operate the Site or process data on our behalf
- Legal or regulatory authorities where required such as the Immigration Advice Authority, Law Society, Strategic Quality Mark and Legal Aid Agency
- Where needed to protect rights, safety, or property
- Other organisations and authorities to progress your case such as the home office, courts, partners, etc.

We do not share identifying information with third parties without your expressed consent or if we have a legal basis to do so. Any third party that processes your information on our behalf is required to protect it and use it only for purposes we authorise and in line with Data Protection regulations.

## 8. Storage and Retention

Information shared on this website is stored on the Unicity database. If you consented to receiving our newsletter then your information is stored on the Mailchimp database. If you used a write to your MP or other campaigning tool your information is stored on the new mode database. For client cases we store your information on AdvicePro with your consent. We are accredited with cyber essentials demonstrating our commitment and ability to keep data safe and secure. We will endeavour to safeguard all data provided to

us. We only retain personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, or reporting requirements. When data is no longer required, it is securely deleted or anonymised. Our retention period for client cases is currently 20 years since last contact.

## **9. Your Rights**

You have rights over your personal data, such as:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your personal data (the “right to be forgotten”)
- Request restriction of processing
- Object to processing based on legitimate interests

Please note, we may not be able to delete data for our clients as we may need to keep it in line with regulatory requirements, but we will inform you if this is the case.

## **10. Changes to This Policy**

We may update this privacy policy from time to time. The updated version will be posted on this page with a revised effective date.

## **11. Contact Us**

If you have any questions about this privacy policy or wish to exercise your data rights, please contact:

Using this link: [rmjustice.org.uk /about-us/contact-us](http://rmjustice.org.uk/about-us/contact-us)

By mail: Refugee and Migrant Justice, The People's Place, 80 – 92 High Street, London, E15 2NE

## **12. Right to Complain**

If you are unhappy with how we handle your personal data, you have the right to complain to the UK's supervisory authority:

Information Commissioner's Office (ICO)

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

Telephone: 0303 123 1113

We would appreciate the opportunity to address your concerns first before you contact the ICO.