

**Policies and
Procedures**

Privacy Notice

Refugee and Migrant Justice

Responsible Officer:	<i>Nathan Sperry</i>
Latest Update:	<i>December 2025</i>
Review Date:	<i>December 2026</i>
Approval:	

How we use your information:

We take your privacy very seriously and have detailed procedures regarding how that data is used in line with the UK GRPR Act 2021 and Data Protection Act 2018. When we record and use your personal information, we only access it when we have a good reason, and only share what is necessary and relevant. We never sell the data to commercial organisations, and all data is stored securely. We use the data we collect to help us progress client cases, create statistics for policy research, campaigns or fundraising, for training and quality purposes, to investigate issues, to get feedback from you about our services, and to help us improve our services. We never share identifying information about you without your consent. External assessors from Strategic Quality Mark (SQM), Law Society, Legal Aid Agency and Immigration Advice Authority (IAA) sometimes have to review our files to ensure we are staying in line with regulation. Organisations we share your data with must store and use your data in line with data protection law. We currently keep personal data on clients who have given us consent for up to 20 years from the date of last contact. After this date, files will be securely destroyed and / or deleted depending on if it is a physical or digital file.

If you have a question or complaint:

You have the right to know what information we hold about you, and to have it corrected if it is inaccurate. If you don't want us to hold your information any more, we may be able to delete it. If you want to request your data, have your data deleted or amend your data please contact us: Refugee and Migrant Justice, 02070525212, info@rmjustice.co.uk or by post at Refugee and Migrant Justice, 80 - 92 High Street, London, E15 2NE. The government body that implements data protection laws is the Information Commissioner's Office. You have a right to complain to them if you feel that we have not complied with the law. You can contact the Information Commissioner's Office by phone on 0303 123 1113, by email at casework@ico.org.uk or by post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.