



*Playful in practice
Serious about solutions*

Privacy Notice

Last updated: 25th June 2026

Next review: 25th June 2027

1. About this Privacy Notice

Participation People is committed to protecting and respecting the privacy of everyone we work with, both in the UK and internationally.

This Privacy Notice explains how we collect, use, store and protect your personal information when you interact with us. Whether you contact us, visit our website, attend an event, take part in a project or sign up to hear from us, we want you to understand what information we collect, why we collect it and the choices available to you.

This Privacy Notice should be read alongside our **Data Protection and Information Governance Policy**, which explains how Participation People manages and protects personal information across the organisation.

2. Who we are

Participation People is a participation specialist that works alongside children, young people, families, professionals, organisations and communities to create meaningful opportunities for people to influence the decisions that affect their lives.

We design and deliver participation, engagement, consultation and co-production activities that help shape services, improve experiences and strengthen communities. Everything we do is underpinned by our commitment to safe, inclusive and ethical participation.

As part of this work, we collect and use personal information responsibly and in accordance with UK data protection legislation.

3. What information do we collect?

The information we collect depends on how you interact with us.

This may include:

- your first and name
- email address
- telephone number
- postal address
- organisation or job title
- information you provide through forms or surveys
- accessibility or support requirements
- event bookings or attendance
- project participation information
- photographs, video or audio recordings (where permission has been given)
- correspondence with us
- website usage information collected through cookies and similar technologies.

We only collect information that is relevant and necessary for the purpose it was provided.

4. How do we collect your information?

We may collect information when you:

- complete forms on our website
- contact us by email, telephone or social media
- sign up for newsletters or events
- participate in projects, workshops or consultations
- complete surveys or feedback forms
- work with us as a partner, supplier or commissioner
- visit our website, where cookies may collect certain technical information.

5. Why do we collect your information?

We use your information to:

- respond to enquiries
- deliver our services and activities
- manage projects and events
- communicate opportunities and updates you've requested
- improve our services through feedback and evaluation
- fulfil our contractual and legal responsibilities
- safeguard children, young people and adults at risk where appropriate
- maintain the security of our systems and website.

6. Our lawful basis for processing

Depending on the circumstances, we process personal information because:

- you have given your consent
- it is necessary to fulfil a contract or agreement
- we have a legal obligation
- it is necessary to protect someone's vital interests
- it is in the public interest
- we have a legitimate organisational interest that does not override your rights and freedoms.

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

7. Who do we share your information with?

We will never sell your personal information.

We only share information where it is necessary, lawful and proportionate.

This may include:

- partner organisations delivering projects with us
- funders where reporting requirements apply
- professional advisers or service providers acting on our behalf
- safeguarding agencies where there are concerns about someone's safety or wellbeing
- regulatory or legal authorities where required by law.

Where personal information needs to be transferred outside the United Kingdom, Participation People will take appropriate steps to ensure it is protected and that any transfers comply with applicable data protection legislation.

Where information needs to be shared to protect a child, young person or adult at risk, we will do so in accordance with our Safeguarding Policy and our legal safeguarding responsibilities.

If we use artificial intelligence (AI) tools to support administrative or analytical tasks, we only use secure and approved systems in accordance with our Artificial Intelligence Policy. We do not enter information that could identify individuals into public AI tools.

Some of our communications may take place through third-party services such as email platforms, WhatsApp or social media. These services have their own privacy policies and terms of use, which apply whenever you use them.

8. How do we protect your information?

Participation People takes appropriate technical and organisational measures to keep personal information secure.

We restrict access to information to those who need it, use secure systems where possible and regularly review our information governance arrangements.

Although Participation People is based in the United Kingdom, we also work internationally. Wherever we work, we are committed to handling personal information responsibly and in accordance with applicable data protection and privacy legislation, alongside any relevant contractual requirements.

9. How long do we keep your information?

We only keep personal information for as long as it is needed for the purpose it was collected, or where we are required to retain it by law, funding agreements or contractual obligations.

When information is no longer required, it is securely deleted or anonymised.

10. Your rights

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

- access your personal information
- request corrections to inaccurate information
- request deletion of information where appropriate
- restrict or object to certain types of processing
- withdraw your consent where processing relies on consent
- request a copy of your information in a portable format where applicable
- make a complaint to the Information Commissioner's Office (ICO).

11. Cookies and website analytics

Our website uses cookies and similar technologies to help it function effectively, understand how people use our website and improve the services we provide.

Some cookies are essential for the website to work. Others help us understand how visitors use our website, improve its performance or provide embedded content, such as videos.

We currently use services including Google Analytics, HubSpot and embedded YouTube content, which may place cookies on your device or collect limited technical information about how our website is used. These third-party services have their own privacy and cookie policies, which apply when you interact with them.

Where required by law, we will ask for your consent before placing non-essential cookies on your device. You can change or withdraw your cookie preferences at any time through our website's cookie controls or your browser settings.

12. Contact us

If you have any questions about this Privacy Notice, wish to exercise your data protection rights or would like further information about how Participation People uses your personal information, please contact:

✉ informationrequests@participationpeople.com

If you remain unhappy with how your information has been handled, you have the right to contact the [Information Commissioner's Office \(ICO\)](#).

13. Review

This Privacy Notice will be reviewed annually, or sooner where legislation, organisational learning or best practice changes.