



The Meeting Room (Surrey) - Privacy Policy

Privacy Policy

The Meeting Room is committed to protecting your personal data and handling it with care and respect.

This policy explains how we collect, use, store, and protect your information when you engage with our services or contact us.

Who we are

The Meeting Room is a registered charity supporting vulnerable adults in our local community. We provide practical help, advice, and longer-term support to people in need.

We are the data controller for the personal data we process.

What information we collect

We may collect and hold the following types of personal data:

- Basic personal details (e.g. name and contact information)
- Attendance information (e.g. attendance at drop-in sessions)
- Information provided when clients first access our services
- Records of support provided and interactions with staff
- Information about your needs, goals, or circumstances (where necessary to support clients)
- Feedback and survey responses (e.g. questionnaires about your experience of our services)

We aim to collect only the information we need to support you and deliver our services.

How we use your information

We use your personal data to:

- Provide support and assistance tailored to client needs
- Record and understand client engagement with our services
- Coordinate support across our team
- Monitor and improve the services we offer
- Produce reporting for staff and trustees
- Understand feedback and improve our services

Our legal basis for processing

We process personal data under the lawful basis of:

- Legitimate interests – to deliver and manage our services and support individuals effectively

We may also process information for:

- Service improvement and feedback (e.g. questionnaires) – where participation is voluntary and, where appropriate, based on consent

Where we process sensitive personal data (for example, relating to health or personal circumstances), we do so only where this is necessary to support you and in line with data protection law.

How we store your information

We store personal data securely using a digital system (such as spreadsheets and secure forms).

Access to personal data is limited to authorised staff who need it to carry out their role.

We take steps to ensure your information is protected from loss, misuse, or unauthorised access.

How long we keep your information

We only keep personal data for as long as necessary. Typical retention periods include:

- Client records: up to 6 years after your last contact with us
- Attendance records: up to 3 years
- Operational records (e.g. staff logs): shorter periods as appropriate

After this time, information is securely deleted or destroyed.

Sharing your information

We do not share personal data with third parties unless:

- It is necessary to support you (for example, referrals to other services), or
- You have given your consent, or
- We are required to do so by law

Your rights

You have the right to:

- Request access to your personal data
- Ask us to correct inaccurate information
- Request that your data is deleted where appropriate
- Object to processing in certain circumstances
- Make a complaint to the Information Commissioner's Office (ICO)

Contact us

If you have any questions about this policy or how we handle your data, please contact us:

Email: support@themeetingroom.org.uk

Call us: 07413 978422