



Magic Acorns CIC Privacy Policy

This privacy policy tells you what to expect us to do with your personal information.

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- What information we collect, use, and why
- Lawful bases and data protection rights
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Contact details

info@magicacorns.co.uk

What information we collect, use, and why

We use third party platforms (Eventbrite, Ticket Tailor, Ko-Fi) to collect and store information on our behalf to process donations and ticket bookings. We make sure the suppliers we work with follow data protection law. They'll only use your information to do the work we've asked them to. They can't give, sell or rent your personal information to anyone else for any reason.



We collect or use the following information to provide services and goods, including delivery and third party referrals:

- Names and contact details
- Addresses
- Date of birth
- Photographs or video recordings
- Service use history
- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information about support requirements
- Records of meetings and decisions
- Payment details (including card or bank information for transfers and direct debits)

We collect or use the following information to receive donations or funding and organise fundraising activities:

- Names and contact details
- Payment or banking details
- Tax payer information (for Gift Aid purposes)

We collect or use the following personal information for service updates or marketing purposes:

- Names and contact details
- Marketing preferences
- Records of consent, where appropriate



We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information

We collect or use the following personal information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Employment history (eg job application, employment references or secondary employment)
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Payment details
- Purchase or service history

We also collect or use the following information for dealing with queries, complaints or claims:

Lawful bases and data protection rights



Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [You can read more about this right here](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here](#)
- Your right to object to processing - You have the right to object to the processing of your personal data. [You can read more about this right here](#)
- Your 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. [You can read more about this right here](#)
- Your right to withdraw consent - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here](#)

If you make a request, we must respond to you without undue delay and in any event within one month.



To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services and goods, including delivery and third party referrals are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to receive donations or funding and organise fundraising activities are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.



- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.



Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

- Directly from you
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations



- Councils and other public sector organisations

How long we keep information

We will only hold your personal information for as long as necessary.

If you receive marketing communications from us, we shall retain your personal data until you opt out of receiving such communications, or until two years after inactivity. There is an option to unsubscribe in every email that we send you.

We will hold the personal and special category data you provided us for two years in the case of unsuccessful job applicants, or if you were involved in our family sessions, projects, training workshops, or residencies.

The length of time that any images or films are held for will be specified in individual image consent forms and they will not be used beyond this period.

Who we share information with

Data processors

Mailchimp

This data processor does the following activities for us: Email service provider

Eventbrite

This data processor does the following activities for us: Ticket booking system

Ticket Tailor

This data processor does the following activities for us: Ticket booking system

Ko-Fi

This data processor does the following activities for us: Donation processing



Whatsapp

This data processor does the following activities for us: Event communications

Others we may share personal information with

- Organisations we need to share information with for safeguarding reasons
- Emergency services

Sharing information outside the UK

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name: Mailchimp

Category of recipient: Email service provider

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)



How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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30 January 2025



Cookies Notice

Types of cookies we use on this site

Strictly necessary cookies

These cookies are essential to enable you to move around the website and use its features.

Performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Functional cookies

These cookies allow a website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.