DATA PROTECTION POLICY

Policy owner	Founder/CEO — Shaykh Dr. Abdifatah Ali Ahmed
Applies to	All staff, volunteers, associates and systems handling personal data
Legal basis	UK GDPR and Data Protection Act 2018
Review cycle	Annually
Last reviewed	July 2026
Next review	July 2027

1. Purpose

This policy sets out how Manara Community Solutions collects, uses, stores and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Data Protection Principles

Manara processes personal data in line with the following principles. Data will be:

- Processed lawfully, fairly and transparently.
- Collected for specified, explicit and legitimate purposes only.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date where necessary.
- Kept no longer than necessary for the purpose it was collected.
- Processed securely, protecting against unauthorised access, loss or damage.

3. What Data We Collect

Depending on the service accessed, we may collect names, contact details, dates of birth, family circumstances, and information shared during mediation, counselling or advice sessions. Some of this may constitute special category data (such as health or religious information), which receives additional protection under the law.

4. How We Use Personal Data

- To provide mediation, counselling, advice, guidance and other services requested.
- To maintain accurate records of support provided.
- To communicate with service users regarding appointments and follow-up support.
- To meet legal, regulatory or safeguarding obligations.

We will not use personal data for marketing purposes without explicit consent, and we will never sell personal data to third parties.

5. Confidentiality of Counselling and Mediation Records

Information shared during counselling, mediation or one-to-one guidance sessions is treated as strictly confidential and will only be disclosed without consent where there is a legal obligation to do so, such as a safeguarding concern or risk of serious harm, in line with our Safeguarding Policy.

6. Data Storage and Security

- Physical records are kept in locked storage accessible only to authorised staff.
- Digital records are stored on password-protected systems with restricted access.

- Data is retained only for as long as necessary to fulfil the purpose it was collected for, or as required by law, after which it is securely destroyed.

7. Sharing Data with Third Parties

We will only share personal data with third parties where necessary — for example, referrals to solicitors, statutory agencies, or other professional services — and only with the individual's consent, unless a legal or safeguarding duty requires disclosure without consent.

8. Individual Rights

Under UK GDPR, individuals have the right to:

- Access the personal data we hold about them.
- Request correction of inaccurate data.
- Request deletion of their data, subject to legal retention requirements.
- Object to or restrict certain types of processing.
- Request a copy of their data in a portable format.

Requests can be made in writing to the Founder/CEO and will be responded to within one calendar month.

9. Data Breaches

Any suspected data breach must be reported to the Founder/CEO immediately. Where a breach poses a risk to individuals' rights and freedoms, it will be reported to the Information Commissioner's Office (ICO) within 72 hours, in line with statutory requirements.

10. Contact

Questions about this policy or how your data is handled can be directed to Manara Community Solutions via the contact details on our website.