

Policy Ref	MADM 003
Version	2
Issue Date	Oct 2025
Review Date	Oct 2026



PRIVACY NOTICE

Please refer to the full GDPR & Privacy Policy available on request.

Making A Difference To Maidstone (MADM) endeavours to fully comply with the General Data Protection Regulation 2018, these include your individual rights as a Data Subject. The following information is a summary of the MADM Privacy Policy. For more detailed information please request a copy via our contact details below. If you have difficulty reading or understanding the privacy notice, please ask your Data Controller for help.

Who We Are and What We Do

MADM is a professional Christian charity located in Maidstone. MADM was established as a limited company on the 19th May 2015 and became a UK registered charity on the 6th September 2016 to provide a service to people who are homeless, addicts, vulnerable, isolated and in crisis and serve the local community.

Location

Making a Difference to Maidstone (MADM), 48-49 Church Street, Maidstone, Kent, ME14 1DS
Tel: 01622 687414 Email: rob@madm.org.uk Website: www.madm.org.uk

Data Controllers

The Trustees have overall responsibility for the charity. However, for the purposes of processing Personal Data, Operations Manager Rob Foley is the Data Controller. If you are allocated an alternative member of staff to provide support or services to you, they will also become a Data Controller and Data Processor.

Information We Require From You and Why

If you receive services from MADM you will require an initial assessment. This is to consider whether MADM will be the most suitable agency to help you and for you to decide whether you would like to receive services from MADM. If we are suitable to advocate on your behalf you will be asked to complete a **'Record of Personal Information'** giving consent to MADM to use your information accordingly. The assessment will require you, the Data Subject, to provide general personal information such as name, address, date of birth, GP's name and address, and more detailed information relating to the reasons you are requesting help.

Who Will See Your Personal Information?

Your personal Data; Personnel Records, Record of Personal Information, Assessment, Case Notes and correspondence will only be processed by Data Controllers and Data Processors which may be employees and/or volunteers as necessary in order to provide services. Exceptions to this may occur, if either; records are subpoenaed (ordered) by law to have access, or there is a disclosure or concern of serious risk of harm to self and/or others.

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Outside Agencies

Under no circumstances will MADM be involved with general marketing of your personal information. However, it might be necessary to contact other agencies such as your GP. MADM aims to make every effort for any form of communication like this to be either verbally or in writing, confidential and as transparent as possible. We will endeavour to involve you in this process where reasonably practicable.

Where contact with outside agencies are sought to provide further services, MADM will not send sensitive, identifiable information about you via email or text. Exceptions to any of the above may apply if it is considered to be an emergency situation, records are subpoenaed (ordered) by law to have access, or there is a disclosure or concern of serious risk of harm to self and/or others.

How Will We Use Information About You?

- Communication between the Data Controller/Data Processors.
- To communicate with you via letters, phone calls, texts or email.
- In certain circumstances to contact your GP, local authority or other agencies as necessary.
- Statistical analysis. No personal details are ever disclosed.
- For the purposes of applying for grants which helps to provide services.

Your Rights as a Data Subject

Right to Obtain Personal Information

You, the Data Subject, have the right to obtain your personal information from MADM. However, in certain circumstances obtaining this information might not be in your best interests. For example, in a domestic violence situation. Therefore, in such circumstances, you will only be given aspects of your personal information to ensure best practice, to protect your safety, your well-being or the safety of another. (Data Protection (Subject Access Modification) (Health) Order 2000 No 413). Please give prior notice if you wish to access data.

Right to Withdraw Consent

You may decide to withdraw your consent to your data being held at any time, or request your data be erased once the service has ended, in which case MADM will securely erase your data. If you request that you wish your information to be erased you must sign the 'opt out' clause on the Record of Personal Information otherwise your data will be stored for 5 years from the date you end using the service. You also have the right of rectification, to restrict processing, data portability and to object. Please request to see the full policy for further information.

Right to Complain

You have the right to make a complaint if you believe the service you are receiving is inadequate. You can make a complaint to the Founder/Director of MADM either directly or in writing.

Data Breach

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In the unlikely event of a data breach, that is; the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed of the Data Subject's personal information, the Data Controller must be notified immediately. If it is deemed the data breach is going to compromise the Data Subject in any way, the Data Controller will inform the supervisory authority (ICO) within 72 hours after having become aware of the breach.