

- BIHR Privacy Policy
- Effective January 2025

BIHR Privacy Policy

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1. Introduction

- 1.1. At The British Institute of Human Rights (BIHR), we believe that effective data protection is a fundamental part of protecting human rights. We are therefore committed to protecting your privacy and data.
- 1.2. We are also committed to processing personal data in accordance with UK Data Protection Law, in particular [The Data Protection Act 2018](#) (DPA), the [UK General Data Protection Regulation](#) (UK GDPR), and [The Privacy and Electronic Communications Regulations](#) (PECR).
- 1.3. In this policy, we explain when and why we process personal data, what personal data we process, and how we process it.

2. Some key terms

- 2.1. To understand this policy, it is helpful to be familiar with three key terms:
 - Personal data is data that relates to and could identify a living individual (e.g. an address, a phone number or date of birth).
 - Data processing describes actions carried out on personal data, including collecting, storing, organising, using, and sharing the data.
 - The ICO is the [Information Commissioner's Office](#) the UK's independent body set up to uphold information rights.

3. What personal data does this policy cover?

- 3.1. This policy applies to all personal data that we process.
- 3.2. While this policy applies to personal data relating to BIHR's employees, trustees and volunteers, the processing of such data is also covered further in separate internal policy documents.
- 3.3. In much of our work, we deal with organisations not individuals, and data about organisations, as opposed to individuals, is generally outside the scope of the DPA and UK GDPR. However, we recognise that data that we receive from organisations may at times include data about, and which

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could identify, individuals in that organisation and which is therefore personal data. We will therefore always be mindful of this when processing such data.

3.4. In respect of BIHR websites, this policy covers personal data that we may collect through use of the following BIHR sites:

- <https://www.bihar.org.uk/> – our main website.
- <https://knowyourhumanrights.co.uk/home/> – our sister site.
- <https://www.knowyourhumanrights-domesticabusesurvivors.co.uk/> – our online tool for Women Survivors of Domestic Abuse.
- <https://knowyourhumanrights.co.uk/wp-login.php> – our Communities of Practice Forum.
- <https://knowyourhumanrights.co.uk/humanrightsQA/> – our Human Rights Q&A forum.

3.5. The above websites are the only websites governed by this policy; the policy does not govern third party websites that we may provide links to on the above sites. If you use a link on one of our websites to visit another website, please therefore read the privacy / data protection policy of the other website before sharing any personal data.

3.6. We also operate a number of social media accounts including Facebook, Instagram, X (formerly Twitter) and LinkedIn. Although this policy covers how we will use any data we collect from those accounts, it does not cover how the providers of the social media platforms will use the data. If you engage with us via our social media accounts, please therefore read the privacy / data protection policy of the relevant social media platform before sharing your data.

4. What personal data do we process?

4.1. In order to carry out our work, we will often need to process data about the individuals who engage with us. The data will usually be in electronic format but may also at times be in paper form.

4.2. Occasions when BIHR needs to process personal data are as follows:

- When an individual or organisation phones us or writes to us, and when we respond.

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- When we interact with data subjects orally, and collect notes from conversations with them and details of any comments made.
- When an individual or organisation posts, likes, follows or replies on any of our social media feeds.
- When an individual or an organisation is our client or uses our services.
- When an individual or organisation supplies BIHR with goods or services.
- When we maintain lists of, and communicate with, registrants and attendees for our workshops, programmes and events.
- When we process any payment or donation made to us.
- In order to send out our e-newsletter to those who have asked to receive it.
- In order to send out other email notifications (e.g. updates on our work, services, campaigns or events that the recipient has asked to receive).
- In order to contact beneficiaries, external associates and partners to keep them informed of our work, services, campaigns or events.
- In order to provide third parties with anonymous statistical information about our clients and users (e.g. when we report to our funders so that they understand our impact);
- In order to contact external parties to build and maintain relationships with them.

4.3. Types of personal data that we most commonly need to process about individuals who interact with us, depending on the nature of those interactions, are as follows:

- Individuals' names.
- Individuals' contact details (including email addresses, postal addresses and telephone numbers).
- Other personal details about the individual (e.g. ages and/or dates of birth).
- Individuals' social media usernames.
- Individuals' job titles.
- Names and types of individuals' employers.
- Payment card details (for one-off donors or purchasers of goods / services).
- Bank details (for regular donors and suppliers).
- Information contained in written communications that individuals send us (including information gathered through forms on our website).
- Any other personal information that individuals choose to provide to us about themselves.

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- 4.4. We may sometimes also process special category data – see Section 6 of this policy.
- 4.5. If you visit one of our websites, we may also collect your IP address, data on the pages you visited, the web browser used, any search criteria entered, and other technical data. This data is used solely for monitoring the effectiveness of our website and with the aim of delivering the best visitor experience. Our websites also use cookies, more information on which can be found in the [Cookie Policy](#) on our website.

5. How do we process your personal data?

- 5.1. The UK GDPR sets out a number of principles which organisations must follow when processing personal data. In summary, these require that personal data shall be:

- processed lawfully, fairly and in a transparent manner;
- collected for specified, explicit and legitimate purposes;
- adequate, relevant and limited to what is necessary;
- accurate and, where necessary, kept up to date;
- kept for no longer than is necessary;
- kept secure, following appropriate technical and other measures.

- 5.2. We will always process your personal data in accordance with the above principles. In summary, this means that:

- We will process your data only if there is one of the following lawful bases for doing so: consent, contract, legal obligation, vital interests, public task or legitimate interests – see Section 5.3. for more information on this.
- We will process your personal data only in a way that is fair; we will not process your data in a way that is detrimental, unexpected or misleading to you.
- We will be clear, open and honest with you about how we will process your personal data.
- We will process your personal data only in a manner that is in keeping with the basis on which we collected the data.
- We will carefully consider what personal data we need to collect, and ensure we collect that data but no more.
- We will always aim to ensure that the personal data we process is accurate, kept up to date and corrected if necessary.

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- We will always consider how long we need to keep any personal data we process, and ensure that we do not keep it for any longer than that.
- We will ensure that we have any necessary security measures in place to protect the personal data we process.

5.3. With regard to the lawful bases that we use for our data processing, as mentioned above in Section 5.2, please also note the following:

- The lawful basis for the bulk of our data processing will be our legitimate interests in running our charity and aiming to achieve our charitable mission and objectives.
- The lawful bases we use also include consent (e.g. for our eNewsletter and other email groups), contract (e.g. for the purposes of human resources management), or legal obligation (e.g. for the purposes of complying with employment law).
- We might also use vital interest as a lawful basis for processing (e.g. in safeguarding).
- It is less likely, though not impossible, that 'public task' will be a lawful basis for processing carried out by BIHR.
- Whichever lawful basis we use, we will also ensure that we comply with any legal requirements in relation to the use of that lawful basis.

5.4. Please [see ICO guidance for more information](#) on lawful bases for data processing.

6. Special category data

6.1. The UK GDPR identifies some types of personal data as likely to be more sensitive, and gives them extra protection. The types of data concerned are those related to a data subject's: racial or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; genetic and biometric data (e.g. fingerprints); health condition; sex life or sexual orientation. We refer to these categories as 'special category data'.

6.2. There are some instances when we collect data that, on first sight, may appear to be special category data. For example, data is collected through online surveys for the purposes of equality and diversity monitoring in relation to the provision of our services. However, this is done 100% anonymously, with even IP address tracking switched off. On that basis, the data collected does not constitute personal data, as it could not be used to identify a living individual.

- 6.3. There are other instances, however, when we do collect special category data non-anonymously.
- 6.4. Whenever we identify a need to collect special category data non-anonymously, we will ensure that our planned processing of the data will, in general, comply with the general principles, as outlined in section 5 of this policy.
- 6.5. We will also proceed to process the special category data:
- only if we can meet one of the 10 conditions for processing special category data as outlined in Article 9 of the UK GDPR
 - only if, in addition to meeting one of the above conditions in Article 9 of the UK GDPR, we can also meet, where required, any associated DPA conditions for processing special category data.
 - only in line with our internal policy on processing special category data and after undertaking a Data Protection Impact Assessment.

More detail on the UK GDPR and DPA conditions for processing special category data can be found on the following page of the ICO website: [What are the rules on special category data? | ICO.](#)

7. Sharing your data

- 7.1. We will only share your personal data with third parties if:
- you have provided your explicit consent for us to do so; or
 - we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party; or
 - we are working on a programme or project with a third party, have agreed that we and the third party shall be jointly responsible for data processing during the project, and have in place a data sharing agreement with the third party.
- 7.2. Common circumstances in which we share personal data include the following:
- Personal data, as collected on our websites, may be accessible to the organisations who administer our sites.

- All financial transactions entered into on our main website are handled through third-party payment services providers.
- The personal data of those who opt into email contact from BIHR may be stored on third-party bulk email platforms.
- The personal data of those who register for and/or attend any BIHR event (i.e. a workshop, training session, webinar, meeting or any other type of event) may be stored on third-party online meeting platforms.
- If an individual registers for and/or attends any BIHR event (i.e. a workshop, training session, webinar, meeting or any other type of event) that has been arranged and/or paid for by an organisation for which the individual is employed or volunteers, or of which the individual is a member or beneficiary, we may share data on the individual's registration and/or attendance and/or progression with the organisation concerned.
- As we are a remote working organisation, our incoming and outgoing post may be processed by third parties whose services we engage (i.e. our registered office address provider for incoming post, and providers of printing and posting services for outgoing post). If you are in postal correspondence with us, your contact details, and the contents of any postal correspondence you have with us may therefore need to be shared with such third party providers.
- Any and all personal data we process may be stored securely on cloud-based platforms supplied to us by third parties.
- Firms or individuals that provide us with IT support may have access to personal data in the course of providing such support to us.

7.3. We may also disclose your personal data: if it is in your vital interests for us to do so (e.g. in safeguarding); in connection with any ongoing or prospective legal proceedings; or if we are required by law to do so.

8. International data transfers

8.1. Data we process may be stored and processed in, and transferred between, other countries. In particular, we may store data in the UK or the European Economic Area, or another country or territory with which the UK has 'adequacy' regulations in place. ('Adequacy' is a term that the UK uses to describe other countries or territories that it has assessed as providing 'adequate' protection for people's rights and freedoms about their personal data – you can find further information on this on the following page of the ICO website [A guide to international transfers | ICO](#)).

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8.2. Whenever possible, we will avoid processing data outside the jurisdictions mentioned in Section 8.1. However, where we have no choice but to store data outside these jurisdictions, we will undertake a data transfer risk assessment (TRA), following ICO guidance, and also seek to put in place an International Data Transfer Agreement (IDTA) where needed.

9. Your rights

9.1. A number of rights are granted to you under UK data protection legislation. The rights relevant to BIHR's processing of your personal data are as follows:

- **The right to be informed.** This is your right to be provided with clear and transparent information on the personal data we process. We fulfil this right primarily through this privacy policy. However, we may also provide additional information to you separately when necessary.
- **The right of access to a copy of one's personal data.** You may ask us to provide you with details of personal data we hold about you.
 - We will provide such details to you subject to you supplying us with appropriate evidence of your identity (for this, we will usually accept a photocopy of your passport certified by a solicitor or bank, plus an original copy of a utility bill showing your current address).
 - If you ask us to provide you with details of personal data we hold about you, we will provide details within one calendar month of receiving your request, but can extend this if your request is complex or onerous, or if you cause any delays in our dealing with the request.
 - We will supply details of what data is held, why, and to whom it may be disclosed. We may, however, withhold personal data to any extent that we are permitted to do so by law, including when we believe the request is manifestly unfounded or excessive, or if an exemption applies.
- **The right of rectification of data.** We will correct any inaccurate or incomplete data within one calendar month of you notifying us of this.

- **The right to erasure.** BIHR will delete your data if:
 - We no longer need the personal data in relation to the purpose for which we originally collected/processed it.
 - You withdraw your consent for your data to be processed.
 - You object to the processing and there is no overriding legitimate interest for continuing processing.
 - We realise that the personal data was unlawfully processed.

Please note that we may also retain personal data if we are permitted or required to do so by law.

- **The right to object.** We will stop processing your personal data if you object to us doing so, unless there are compelling legitimate grounds for us to continue processing the data.
- **The right to restrict processing of personal data.** In certain circumstances, we may temporarily stop processing your personal data. This can include situations where data may be inaccurate and there is a need to correct it before continuing processing, or where you have objected to the processing, and we are considering whether our legitimate interests in processing the data override your rights.

9.2. See Section 12 of this policy for how you can exercise any of the above rights, if you ever wish or need to do so.

10. Changes to the policy

- 10.1. We may update this policy from time to time by linking to a new version on our websites. You will find the date this policy was last updated in the header at the top of every page.
- 10.2. You should check policy occasionally to ensure you are happy with any changes. You can check it at <https://www.bihar.org.uk/privacy-policy>. We may also notify you of changes to this policy by email if you have subscribed to our eNewsletter or to another of our email groups.

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11. Our details

- 11.1. BIHR is a company registered in England and Wales under company number 1101575, and our registered office address is as follows: BIHR, 167-169 Great Portland Street, Fifth Floor, London, W1W 5PF.
- 11.2. Note that we do not work at the above address and the office there is not open to visitors. BIHR is primarily a remote working organisation, and the above address is for correspondence only.
- 11.3. You can contact us:
- via the contact form on our website: www.bihr.org.uk/contact-us
 - by phone: 020 3039 3646
 - by email: info@bihr.org.uk
- 11.4. You can also contact us by post, using the postal address given in 11.1. However, we recommend that you communicate with us by other means if possible, as there may be delays in postal communications reaching us.
- 11.5. If you choose to contact us by post, you should also note, as per section 7.2. of this policy, that, as we are a remote working organisation, our incoming and outgoing post may be processed by third parties whose services we engage (i.e. our registered office address provider for incoming post, and providers of printing and posting services for outgoing post). If you are in postal correspondence with us, your contact details, and the contents of any postal correspondence you have with us may therefore need to be shared with such third party service providers.
- 11.6. Under UK Data Protection legislation, organisations that process personal data must register with the Information Commissioner's Officer (ICO) and pay an annual data protection fee, unless they are exempt. BIHR does not consider itself exempt and is therefore registered with the ICO, under reference ZB179142.
- 11.7. Due to the nature of BIHR as an organisation, and to the nature and amount of our data processing, we do not consider that there is a requirement for us to appoint a Data Protection Officer. However, we have nominated a member of BIHR's Senior Management Team, the Head of Operations, to be the person responsible for data protection within BIHR.

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12. Requests for information and complaints

- 12.1. For further information on how your personal data is processed, and to exercise any of your rights in relation to the personal data we process, please contact the Head of Operations by emailing: info@bihr.org.uk
- 12.2. If you feel that data has been handled incorrectly by BIHR, a complaint can be made to the Information Commissioner's Office (ICO). The ICO can be contacted on 0303 123 1113 or at: <https://ico.org.uk/make-a-complaint/>.
- 12.3. If you prefer to discuss your concerns directly with us, please use the contact details given in Section 11 of this policy.