



Privacy Statement

Groundwork London is committed to protecting your privacy. This statement explains how we use personal data and the rights you have over your personal data. We review this statement on an annual basis or when there are changes on how we process personal data. It was last updated in June 2026.

About us

Groundwork London works across London to create greener, stronger and healthier communities, responsible business and greater prospects for local people. Groundwork London is a company limited by guarantee and a charity registered in England.

Company Registration No. 04212532. Charity Registration No. 1121105.

Our registered address is 18-21 Morley Street, London SE1 7QZ.

We act as the 'Data Controller' for personal data we collect on our own behalf and are registered with the Information Commissioner's Office, our registration number is Z9988876. We also act as the 'Data Processor' to deliver services to our clients.

If you have any questions about this statement or our privacy practices send an email to our Data Protection Officer at GWLondon.GDPR@groundwork.org.uk or write to us at our registered address or call 020 7922 1230.

If you would like general information about Data Protection, the law and good practice please see the Information Commissioner's website. The Information Commissioner is the Data Protection statutory governing body for England and Wales. Their website is [here](#).

How do we collect personal data

We obtain personal data in electronic or paper form from you when you:

- use our websites
- participate in one of our projects or use the services that we provide (be one of our Clients)
- attend an event we organise
- work for us as a member of staff or volunteer
- provide us with services
- are a customer
- are a Trustee

What personal data do we collect

As both a Data Processor and Data Controller, Groundwork London collects, holds and processes a considerable amount of information, including personal information and special category data about people it provides services to, and other people.

The type of data we collect will vary depending on the reasons we need to obtain and process your data. Details of the basis on which we will collect your data, what types of data we need to collect and how we will process it will be made clear at the point of collection as all individual services and projects delivered by Groundwork that includes the collection of personal or special category data will have their own detailed privacy statement.

How is personal data used

When you participate in one of our projects or use the services we provide, we use the personal data you provide so we can help you. We will ask for your consent if we need to share details with other partners or agencies that may be able to provide services; these agencies may include, but are not limited to, housing, social services, substance misuse, benefits & employment agencies.

When you apply for a job or to volunteer with us, any information you provide, e.g. application form or CV, will only be used for the purpose of progressing your application. We use the contact details you provide to give updates on your application. We will use the other information you provide to assess your suitability for the role you have applied for during shortlisting and, if applicable, interviews.

During the offer process we ask for equal opportunities information (so we can produce and monitor equal opportunities statistics) and details of referees that we will then contact. New

starters are asked to provide bank details (so we can pay you), emergency contact details (so we know who to contact if you have an emergency at work). We are required to confirm the identity of our staff and contractors their right to work in the UK by asking you to provide proof of identity.

We may ask you to complete a questionnaire about your health to establish your fitness to work; we share personal data to perform health checks with suppliers of these services. We may need to perform a Disclosure and Barring Service (DBS) check if the role involves working with vulnerable groups of people; we share personal data to perform DBS checks with suppliers of these services.

We need to share some details with our payroll and pension providers, and our bank, to the extent that we can pay you and into your pension. We use a secure online HR system to hold HR data.

Further Processing

If we wish to use your personal data for a new purpose, not in line with the purpose you originally gave it to us for, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where necessary, we will seek your prior consent to the new processing.

Security of personal data

We have physical, technical and administrative controls in place to protect personal data from unauthorised access, use and disclosure. We evaluate these safeguards on an ongoing basis to minimise risks from new security threats as they become known.

Sharing personal data

We will share personal data is there if a legal obligation or duty to do this, e.g. for fraud protection or to enforce or apply our contractual terms. We process personal data in these circumstances on the basis on Legitimate Interest for preventing crime or suspected criminal activity, or enforcing our terms.

We will not use the personal information you give us for marketing purposes without first gaining your consent.

No personal information you have given us will be passed on to third parties for commercial purposes.

Your rights over your personal data

Individuals have the following rights over their personal data:

- to receive a copy, and information about its use
- to have it corrected
- to have it erased when we have no lawful basis to continue processing it
- to restrict its use
- data portability - to receive a copy of information you have provided to us in electronic format (where processing is done under Consent or Performance of a Contract)
- to object to its use (where processing is done under Legitimate Interest)
- to object to automated decision-making and profiling

Please use the contact details at the top of this statement if you want to exercise any of your rights. We consider each request in accordance with all applicable data protection laws and regulations and may ask you to provide proof of your identity before taking any actions.

Complaints:

If you have any concerns about how we collect, use, store, or protect your personal information, please contact us first so that we can try to resolve the issue.

You can email us at: GWLondon.GDPR@groundwork.org.uk

If you are not satisfied with our response, or you believe that your personal data has been processed unlawfully, you have the right to lodge a complaint with the relevant data protection authority. For individuals in the United Kingdom, complaints can be made to the Information Commissioner's Office (ICO).

We encourage you to contact us first so that we can address your concerns directly.