Data Subjects Rights Procedure

Your Data

Porchlight holds a range of data on our stakeholders. This includes data on people we support, donors, staff, and volunteers. We use this data to run our services and to stay connected with people.

Our Privacy Statement outlining in more detail how the charity processes data can be found here: https://www.porchlight.org.uk/privacy-statement. You can also contact Porchlight's head office on 01227 760078 or headoffice@porchlight.org.uk to request a copy of your data.

Porchlight is certified with ISO 27001:2022 Information Security, an international standard which shows the charity is following information security best practice. To achieve this standard, Porchlight has been certified as compliant by an external independent certification body.

Your rights

The Data Protection Act 2018 and Data Use and Access Act 2025 enshrines rights for individuals which were first brought in under the UK General Data Protection Regulations.

You have the right to make the following data requests:

- Access your data – you can request copies of information the charity holds on you
- Rectify your data – you can ask the charity to correct any information it holds on you where this is inaccurate
- Erase your data – you can ask that the charity deletes the data it holds on you, however the deletion of your data may not always be possible, eg where there is a legal requirement for it to be kept for a set time
- Restrict your data – you can ask that the charity no longer uses your data or only uses it for certain purposes
- Port your data – you can ask that the data the charity holds on you be transferred to another charity or agency in an easy-to-use format
- Raise an objection – you can make an objection as to how the charity is using your data, and all data processing will halt until the objection is resolved
- Complain – you can make a complaint about the charity's use of your data, please see below for further information

Making a data access request

To make a request regarding one of the rights listed above, or to make a subject access request please email your request to headoffice@porchlight.org.uk or post to our head office (address below), if you are receiving support from us you can also make a request through your keyworker:

IT & Compliance Manager
Porchlight
18-19 Watling Street
Canterbury
CT1 2UA

Please clearly outline what type of request you are making (ie which of the reasons in the list above), what data your request is about, and the timeframe of the data you are requesting.

Please note that requests can only be made for your own data or a person's data where you have the authorisation to request it, eg your child or as a nominated person. Depending on the nature of your request, we may need to ask for further information or clarification, you may be asked to provide identification to verify your identity or to show your authorisation to act on another person's behalf, if this is the case the timeline will halt while verification takes place.

There is no charge for requesting access to your data and Porchlight will provide this to you within one calendar month of your request. Your data will be provided to you electronically in pdf format with, if needed, supporting materials to help you understand it.

Porchlight has the right to withhold personal data where it will adversely affect the rights or freedoms of other persons, and parts of your data may be redacted where necessary.

Making a complaint

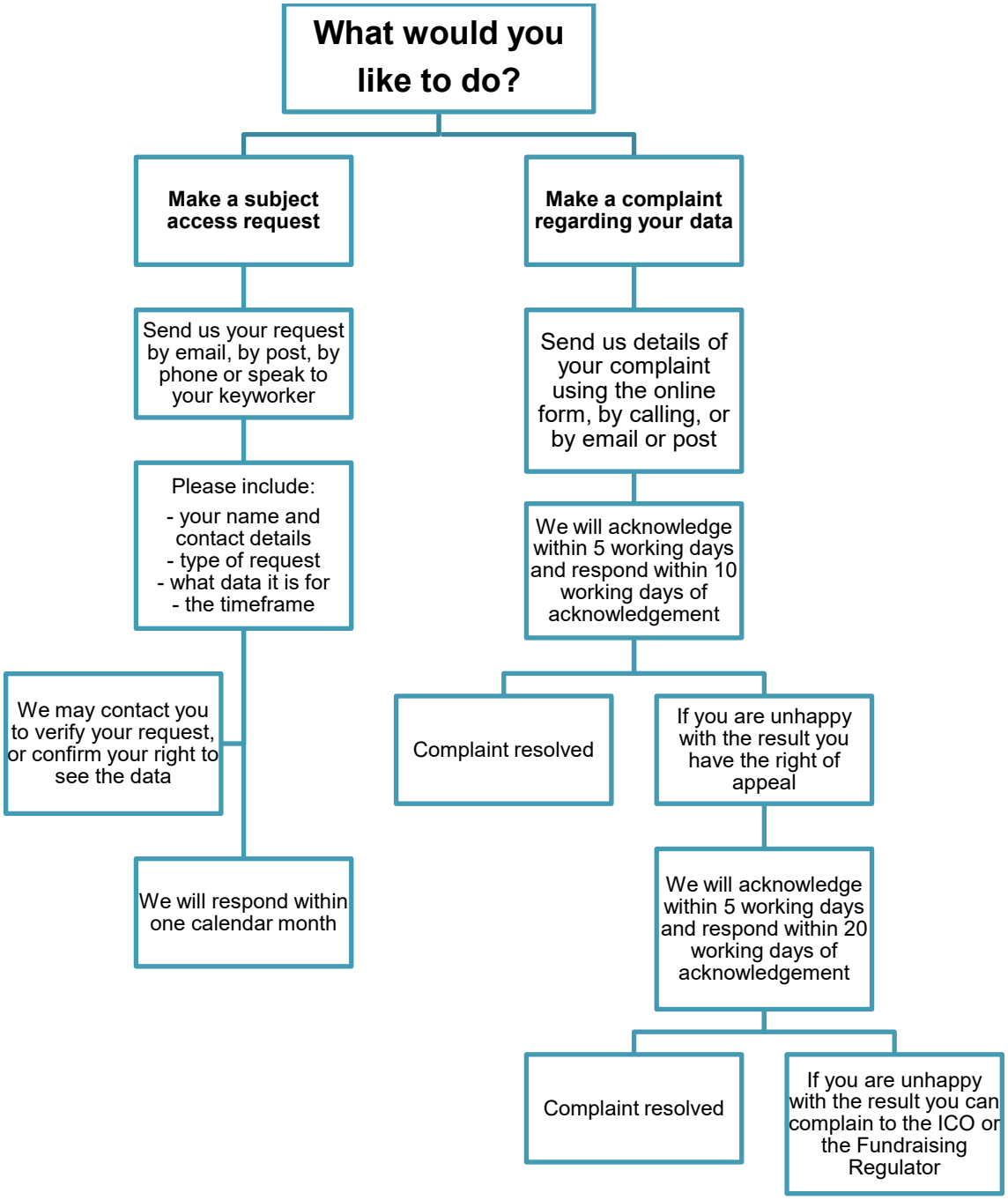
If you wish to make a complaint about the charity's use of your data or the way the charity has handled an access request, in the first instance you can seek recourse through Porchlight's complaints procedure.

A complaint can be made in writing, by email, verbally to a member of staff or by completing the online feedback form, you can email your complaint to headoffice@porchlight.org.uk, or post it to our office at the address above. You can also contact us on 01227 760078 and request a paper copy of the form to be sent to you.

If you are not satisfied with the outcome of your complaint, you can further refer the matter to the UK's supervisory or regulatory bodies:

Information Commissioner
https://ico.org.uk/

Fundraising Regulator
https://www.fundraisingregulator.org.uk/


What would you like to do?
Make a subject access request
Make a complaint regarding your data
Send us your request by email, by post, by phone or speak to your keyworker
Please include:
- your name and contact details
- type of request
- what data it is for
- the timeframe
We may contact you to verify your request, or confirm your right to see the data
We will respond within one calendar month
Send us details of your complaint using the online form, by calling, or by email or post
We will acknowledge within 5 working days and respond within 10 working days of acknowledgement
Complaint resolved
If you are unhappy with the result you have the right of appeal
We will acknowledge within 5 working days and respond within 20 working days of acknowledgement
Complaint resolved
If you are unhappy with the result you can complain to the ICO or the Fundraising Regulator