



THE MAZE GROUP CIC

Privacy Policy

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Policy Approval

Author	Business Manager
Approved by	Board of Directors
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1. Introduction

The MAZE Group (“MAZE”), a Community Interest Company registered in the United Kingdom, is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect your personal data, and your rights under data protection laws including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

We are The MAZE Group, a Community Interest Company (CIC). Our contact details are:

Email: sue.anderton@themazegroup.co.uk

Phone: 07708 873023

Data Controller: Amanda Towns, Business Manager

3. What Personal Data We Collect

We may collect and process the following categories of personal data:

- Contact Information: Name, email address, phone number, postal address
- Demographic Information: Age, gender, ethnicity (if voluntarily provided)
- Service Information: Information you provide when using our services or participating in our programs
- Technical Data: IP address, browser type, device information, cookies
- Communication Records: Emails, messages, event feedback, and survey responses

4. How We Collect Your Data

We collect your data in several ways, including:

- Directly from you when you fill out a form, sign up for events, or contact us
- Through our website and online platforms
- From partners or third parties, with your consent
- Automatically through cookies and similar technologies (see our Cookie Policy)

5. Why We Process Your Data

We use your personal data to:

- Provide and manage our services and programs
- Communicate with you regarding services, events, and updates
- Improve our services and understand community needs
- Meet legal, regulatory, safeguarding obligations and funding requirements
- Monitor and evaluate the impact of our work

We will only process your data where we have a lawful basis, such as:

- Your consent
- A contractual obligation
- A legal obligation
- Our legitimate interests (e.g., for service delivery and evaluation)

6. Sharing Your Information

We will not sell or rent your data. We may share your information with:

- Service providers and partners helping us deliver our services
- Regulatory bodies or authorities when required by law
- Funders or evaluators (in anonymised or pseudonymised form unless otherwise agreed)

We ensure that appropriate safeguards are in place with all third parties.

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to meet legal or reporting requirements.

8. Your Rights

Under data protection law, you have rights including:

- Access – You can request a copy of your data
- Rectification – You can ask us to correct inaccurate or incomplete data
- Erasure – You can ask us to delete your data in certain circumstances
- Restriction – You can ask us to restrict the use of your data
- Objection – You can object to processing based on legitimate interests
- Data Portability – You can ask for your data to be transferred

To exercise these rights, contact us at amanda.towns@themazegroup.co.uk.

9. How We Protect Your Data

We implement technical and organisational measures to keep your data secure, including:

- Encrypted communications and secure storage
- Access controls and data minimisation
- Staff training and clear policies

10. Cookies

Our website uses cookies to enhance your browsing experience. For details, please see our Cookies Policy.

11. Complaints

If you are concerned about how we handle your data, please contact us. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk>

Phone: 0303 123 1113

12. Changes to This Privacy Policy

We may update this policy from time to time. The latest version will always be available on our website.