

Centre 404

Centre 404 is committed to protecting your personal data and respecting your privacy. This notice explains how we collect, use and protect your information in line with UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Centre 404 is the **data controller** for the personal information we collect.

If you have any questions about this notice or how we use your data, please contact:

Data Protection Lead

Centre 404
404 Camden Road
London
N7 0SJ
Email: hr@centre404.org.uk

What information we collect

We may collect and process the following information:

- Name and contact details (such as email address and phone number)
- Demographic information (such as postcode, preferences and interests)
- Information relevant to our services and support
- Communications with us (including enquiries and feedback)

With your consent, we may also collect:

- Photographs, videos or personal stories for use in communications, reports or promotional materials

How we use your information

We use your information to:

- Provide and improve our services
- Respond to enquiries and communicate with you
- Maintain accurate records
- Send you information you have requested, including newsletters (where you have consented)
- Share updates about our work, including reports and publications (with appropriate consent)

Lawful basis for processing

We process your personal data under the following lawful bases:

- **Consent** – where you have agreed to us using your information
- **Legitimate interests** – to operate and improve our services and communications
- **Legal obligation** – where we are required to process data to comply with the law
- **Vital interests** – where necessary to protect someone's safety

Sharing your information

We will only share your personal information where this is necessary and appropriate.

This may include:

- With organisations or professionals involved in delivering our services
- Where we are required to do so by law, for example with regulators, safeguarding authorities, or law enforcement

We do not share your personal data for commercial purposes.

International transfers

Centre 404 does not transfer personal data outside of the United Kingdom.

All personal data is processed and stored within the UK.

How long we keep your information

We only keep your personal data for as long as necessary for the purposes it was collected.

Retention periods vary depending on the type of data, but we will:

- Regularly review the data we hold
- Securely delete or anonymise information when it is no longer needed

Further details are available on request.

Your rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your data (in certain circumstances)
- Restrict how your data is used
- Object to processing
- Request transfer of your data (data portability)

Where we rely on consent, you can withdraw this at any time.

To exercise your rights, please contact us at: hr@centre404.org.uk

Cookies

Our website uses cookies to improve your experience and understand how our website is used.

You can manage your cookie preferences through your browser settings or our website cookie controls.

Further information is available in our Cookie Policy.

Links to other websites

Our website may contain links to other websites. We are not responsible for the privacy practices of those sites, and we encourage you to read their privacy notices.

Complaints

If you are concerned about how we use your data, please contact us in the first instance.

You also have the right to complain to the Information Commissioner's Office:

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

People we support and families

If you or a family member receive support from Centre 404, additional information about how we use your personal data will be provided separately in our service-specific privacy notices.

Changes to this notice

We may update this privacy notice from time to time. Please check this page periodically to ensure you are happy with any changes.

Last updated: April 2026