

# Lawyers Who Care – Privacy Policy

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## 1 IMPORTANT INFORMATION AND WHO WE ARE

- 1.1 This Privacy Policy details how we, Lawyers Who Care, collect and process personal data.
- 1.2 This Privacy Policy primarily relates to personal data that is collected, processed, stored or otherwise used by us as a Data Controller, for example, in respect of personal data collected in respect of our mentorship programme, or via use of our website.
- 1.3 We take your privacy seriously and are committed to maintaining the privacy and security of information you provide to us, and the choices you have regarding our collection and use of your information. This Privacy Policy applies to information we collect about you through our website and when you otherwise communicate with us.
- 1.4 It is important that you read this Privacy Policy together with any other fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.
- 1.5 If you have any questions about this Privacy Policy or our use of your information you can contact us at [info@lawyerswhocare.org](mailto:info@lawyerswhocare.org)
- 1.6 This Privacy Policy may change from time to time and, if it does, the up-to-date version will be available on our website.
- 1.7 Lawyers Who Care may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## 2 THE DATA WE MAY COLLECT ABOUT YOU

- 2.1 We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- (a) **Information you give to us.** You may give us information about you by:
  - (i) communicating with us about our mentorship programme;
  - (ii) participating in our mentorship programme;
  - (iii) participating in other events with us; or
  - (iv) generally engaging with us for other reasons relating to Lawyers Who Care's activities.

The information you give to us may include your name and your contact details, such as email address and phone number, and may also include other personal information relevant to the running of our mentor programme and other Lawyers Who Care activities.

- (b) **Information we collect about you.** Each time you visit our website, we may automatically collect the following information:

- (i) web usage information (e.g. IP address), your login information, browser type and version, time zone setting, operating system and platform; and
- (ii) information about your visit, including the URL clickstream to, through and from our website (including date and time); time on page, page response times, download errors, length of visits to certain pages, page interaction.

### 3 USE OF COOKIES

3.1 Our website uses cookies to distinguish you from other users, to improve your experience on our website. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

### 4 HOW WE USE YOUR PERSONAL DATA

4.1 We have set out below a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate and the applicable retention period.

Why We Process Your Personal Data	What Personal Data We Collect	How Long We Retained It
(1) to communicate with you when complete an expression of interest form.  UK GDPR Art. 6(1)(f) legitimate interests.	Contact information	Deleted in August after the application closing date.
(2) to confirm your eligibility for our mentoring programme and make the best match with our mentors.  <b>NOTE:</b> because Legal Regulators require you to disclose your criminal and civil and protective order history when you apply for admission into the profession, we ask you about it so that we can make sure you get the right support early on if you will need to make a disclosure. We may also use this information for internal safeguarding purposes.  UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities; DPA 2018, Sch. 1, para. 31 processing by not-for-profit bodies.	Contact info, care experience details, education status, interests/preferences, DOB, disability status if reasonable adjustments are required, languages spoken, location, criminal and civil and protective order history.	If not proceeding onto the programme, then deleted in August after the application closing date.  Otherwise, deleted in August two years after graduation from the programme.
(3) to get to know you and help establish the mentoring relationship at the outset of the programme.  UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.	If you are onboarded into our mentoring programme, we will ask both mentees and mentors to write about yourselves in your own words. These are shared with your prospective partner.	Deleted in August two years after graduation from the programme.
(4) to understand where you're starting from at the beginning of our programme, to better	Contact info, self-assessed wellbeing regarding socio-economic indicators (Likert	Deleted in August two years after graduation from the programme.

<p>support you and others who may be facing similar challenges.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.</p>	<p>scale), size of legal network, presence of social support.</p>	
<p>(5) we regularly check in with both mentees and mentors to make sure the relationships are going well and troubleshoot any issues early. We also use what we learn to improve our programme in the future.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.</p>	<p>Contact info, whether or not mentoring pairs are meeting, how the relationship is going, if they need any support from LWC.</p>	<p>Deleted in August two years after graduation from the programme.</p>
<p>(6) to monitor our compliance with our internal diversity policy and to improve our understanding of the population we are serving.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.</p>	<p>We send out an optional and anonymous diversity questionnaire each year to capture the demographics of our network.</p>	<p>Deleted in August annually.</p>
<p>(7) we provide ongoing support to all our mentoring pairs through direct outreach via email and phone calls.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.</p>	<p>Records of communications may contain various sensitive personal data, contact information.</p>	<p>Deleted in August two years after graduation from the programme.</p>
<p>(8) to recruit organisations to join our programme.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests.</p>	<p>Contact information for a representative at law firms and chambers.</p>	<p>Deleted in August two years after the membership organisation ceases to be a member.</p>
<p>(9) to communicate with interested parties and to monitor how many people attend our events.</p> <p><b>Note:</b> we store these data on Eventbrite, a third party processor.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests.</p>	<p>Contact information.</p>	<p>Deleted in August three years after the event.</p>
<p>(10) to send our latest updates and newsletters to our subscribers.</p> <p><b>Note:</b> we store these data on Wix, a third party processor.</p> <p>UK GDPR Art. 6(1)(a) consent.</p>	<p>Contact information</p>	<p>Held until consent is withdrawn in writing.</p>
<p>(11) to communicate with potential, past and current donors or fundraising partners.</p>	<p>Contact information</p>	<p>Held until consent is withdrawn in writing.</p>

<p><b>Note:</b> we store these data on DonorBox, a third party processor.</p> <p>UK GDPR Art. 6(1)(a) consent.</p>		
<p>(12) to manage general enquiries, such as questions about events, collaborations and publicity.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.</p>	<p>Records of communications may contain various sensitive personal data, contact information.</p>	<p>Deleted in August every three years.</p>
<p>(13) to communicate our website terms and conditions &amp; privacy policy in compliance with UK GDPR and data protection requirements.</p> <p>UK GDPR Art. 6(1)(a) consent.</p>	<p>To the extent necessary name, IP address and email address.</p>	<p>Held until consent is withdrawn in writing.</p>
<p>(14) to confirm that all mentors have completed our mandatory training provision and that all mentees and mentors have agreed to the terms of the programme.</p> <p>UK GDPR Art. 6(1)(f) legitimate interests.</p>	<p>Name.</p>	<p>Certificates of training are deleted in August after a mentor has ceased to be a mentor.</p> <p>Participant agreements are deleted in August two years after graduation from the programme.</p>
<p>(15) to deliver events, activities, workshops and other online and/or in-person opportunities</p> <p>UK GDPR Art. 6(1)(f) legitimate interests; Art. 9(2)(d) legitimate activities.</p>	<p>Records of communications may contain various sensitive personal data, contact information</p>	<p>Deleted in August three years after the event.</p>
<p>(16) to capture our impact to share with others on social media and other mediums.</p> <p><b>NOTE:</b> we will always ask for express permission before sharing your image or words.</p> <p>Third party photographers / videographers are contractually required to delete content upon project completion.</p> <p>UK GDPR Art. 6(1)(a) consent.</p>	<p>Photos, direct quotes</p>	<p>Held until consent is withdrawn in writing.</p>

4.2 We use Microsoft 365, including SharePoint Online for document storage, collaboration and business administration. Unless otherwise specified in the above table, we store personal data in Microsoft 365, which acts as our third party processor.

## **5 DISCLOSURES OF YOUR PERSONAL DATA**

5.1 We may share your personal data with the parties set out below for the purposes set out in paragraph 4 above:

- (a) Mentors or Mentees purely for the function of our mentorship programme;
- (b) such third parties as are necessary in order to comply with our safeguarding responsibilities (if applicable) in accordance with our safeguarding policy;
- (c) external event and training organisers;
- (d) Such third parties as are necessary for the running of our of mentorship programme and other events, competitions and activities that we may run from time to time; and
- (e) other analytics and search engine providers that assist us in the function or our membership programme, and/or optimisation of our website.

## **6 DATA STORAGE**

6.1 We will only store your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may store your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

6.2 To determine the appropriate storage period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

6.3 Details of storage periods for different aspects of your personal data are set out in paragraph 4 above.

6.4 In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

6.5 We may transfer your personal data to trusted service providers that we have an agreement with to carry out certain functions on our behalf. These functions are necessary in order to carry out Lawyers Who Care's day to day operations, namely cloud and document storage, web hosting, software and email provision, mailing lists, IT support and project management. This may involve transferring personal data outside the UK to countries which have laws that do not provide the same level of data protection as UK law. A full list of these organisations and the reasons for sharing your personal data with them can be made available on request.

## **7 DATA SECURITY**

7.1 We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those volunteers, agents, contractors and other third parties who have a need to know in order to provide our mentorship programme. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

7.2 We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## 8 YOUR LEGAL RIGHTS

8.1 Under certain circumstances, you have rights under data protection laws in relation to your personal data. You have the right to:

- (a) **Request access** to your personal data (commonly known as a "**data subject access request**"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- (b) **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- (c) **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- (d) **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- (e) **Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - (i) if you want us to establish the data's accuracy;
  - (ii) where our use of the data is unlawful but you do not want us to erase it;
  - (iii) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims;
  - (iv) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it;
- (f) **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- (g) **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent and will not affect any other lawful grounds by which we may continue processing personal data once consent has been withdrawn.

8.2 You can exercise these rights by contacting us at [info@lawyerswhocare.org](mailto:info@lawyerswhocare.org)

8.3 You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

- 8.4 We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.
- 8.5 We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or if you have made a number of requests. In this case, we will notify you and keep you updated.

## **9 COMPLAINTS**

- 9.1 If a problem arises then please contact your immediate point of contact in the first instance. If you think we have not resolved the problem satisfactorily after that, then you should follow our Complaints Procedure which can be made available on request by contacting [info@lawyerswhocare.org](mailto:info@lawyerswhocare.org).
- 9.2 You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO; so please contact us in the first instance.

## **10 DEFINITIONS**

- 10.1 For the purposes of this Privacy Policy, "Data Protection Legislation" is defined as, for the periods in which they are in force, all applicable data protection and privacy legislation in force in the UK including the General Data Protection Regulation ((EU) 2016/679), as it has effect in the UK; the Data Protection Act 2018; the Privacy and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) and any equivalent legislation amending or replacing such legislation.
- 10.2 "Personal Data", "Controller", "Data Subject" and "Supervisory Authority" shall have the meaning given to them in the Data Protection Legislation.