



Privacy Policy

Roundabout Privacy Policy – Updated April 2025

At Roundabout, we are committed to protecting and respecting your privacy. This policy explains how we will handle the personal information you provide.

If you are a young person supported by Roundabout, please view our 'Privacy Policy for Young People'

Who is Roundabout?

Roundabout is Sheffield's local youth housing charity providing shelter, support and life skills to young people aged 16-24 who are homeless or at risk of homelessness.

Every day Roundabout supports many young people living in accommodation either provided by, or supported by our charity. We have a hostel, group living projects and dispersed housing services where we provide key services delivering comprehensive programmes of training, involvement and empowerment which help to break the cycle of homelessness and develop long term independent living skills.

We are strongly committed to preventing youth homelessness and deliver highly effective mediation and drop-in advice services as well as homeless education in schools. Our Peer Education Project is delivered by trained Employee Peer Educators who have experienced homelessness themselves.

What is personal data?

Personal data is data relating to a living individual who can be identified from that data. Put simply, this can be things such as your name, your date of birth or a photograph. A person can also be identifiable from other information, including physical characteristics or your address.

What personal data do we collect?

To carry out our activities and obligations to end youth homelessness, we may collect, store, and process the following categories of personal data.

Supporters: We collect the following personal information about our supporters

- Donor's personal contact details such as name, address, telephone number and email address.
- Donation records
- Gift Aid contributions
- Records of supporters' event attendance
- Records of correspondence to supporters
- Letters from donors, trusts and foundations
- Collections details for furniture and other physical donations

Employee, Volunteers and Trustees: We collect the following personal information

- Personal contact details such as name, address, telephone number and email address

Timesheets, annual leave and sickness records
Induction, training, supervision and appraisal records
Team rota's and in/out board to track external visits (in line with lone working procedures)
Employee payroll documentation, including bank details, expenses and pension contributions
Mileage and expenses claims
Next of Kin contact details
Recruitment Information
DBS Data

Visitors: For security purposes we also record and process the following information in our accommodation services:

CCTV (we may have to share footage with the police if recordings are requested)
Authorised Visitor details (including photo ID)
Visitors log book that includes some Car registration numbers

Landlords: We collect the following information about our properties and landlords:

Landlord personal contact details such as name, address, telephone number and email address
Property details
Maintenance records
Room occupancies

Why do we need your personal data?

Depending on how you interact with us, we may process data for the following reasons:

to record and contact you regarding payments you make to Roundabout
to communicate with you regarding Roundabout's work, fundraising, and campaigning activities
to process donations and administer Gift Aid information for any donation you make to Roundabout
to provide you with information about and to administer events
for our own internal administrative purposes, and to keep a record of your relationship with us
to manage your communication preferences
to carry out research to find out more information about our supporters' and prospective supporters' backgrounds and interests
to process job applications or Volunteer placements
to obtain information to improve Roundabout's services and user experiences
to address and resolve complaints about Roundabout and our services
to comply with applicable laws and regulations, and requests from statutory agencies
to comply with our contractual obligations to our funders

We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

What Lawful Basis do we use to collect, process and store personal data?

Under the General Data Protection Regulation (2018), we must declare which 'Lawful Basis' we use to collect and use your personal data.

Our lawful basis is:

Information is processed on the basis of someone's consent
Information is processed on the basis of a contractual relationship
Information is processed for a legal obligation

Information is processed on the basis of the 'legitimate interests' of Roundabout

For our supporters, we use the following lawful basis:

Legitimate Interest:

We collect names of supporters and a record of their engagement with us.

Consent:

We only collect contact details of supporters who have provided their consent to be contacted about the work of Roundabout and to be invited to future events.

Legal obligation:

We keep records of donations and gift aid contributions to comply with HMRC regulations.

For our employees, volunteers, and trustees we use the following lawful basis:

Contractual:

Successful candidates and volunteers must sign their contract (or volunteer agreement) before commencing working with us. The contract outlines that we will collect process and store information on them regarding their employment with us (see examples of which under 'What personal data do we collect?').

Legal obligation:

We have a legal obligation to ensure all employees and volunteers have active DBS to ensure the safety of our clients. We must also keep records of mileage, expenses and other financial information to comply with HMRC obligations.

Legitimate interest:

We keep track of employee and volunteer's whereabouts when working with us to ensure they are safe when working externally and for rota planning.

For visitors to Roundabout, we use the following lawful basis:

Legitimate interest:

We record visitor details to ensure the safety of all stakeholders.

For our landlords, we use the following lawful basis:

Legitimate interest:

We keep property data and landlord contact details to help administer and provide our accommodation services.

How long do we keep personal data?

We keep your information for no longer than is necessary for the purposes it was collected for.

The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. health/safety and tax/accounting purposes).

We review our retention periods on a regular basis.

How is personal data shared?

The personal information we collect about you will mainly be used by our staff (and volunteers) at Roundabout so that they can support you.

We use carefully selected third party service providers, agents or other associated organisations for the purposes of completing tasks and providing services to you on our behalf. They will only use the data to carry out the required task and will not share or sell your data.

Website Visitors

We monitor how people use our website so we can improve it, using Google Analytics.

Google Analytics places cookies on your computer to enable Google to provide us with activity reports relating to the site. Google uses this data only to provide us with information on how users use the site and does not associate your IP address with any other data held by Google. Your IP address is a unique string of numbers separated by full stops that identifies each computer using the Internet Protocol to communicate over a network. The information generated by Google cookies about your use of the platform (including your IP address) will be transmitted to and stored by Google on servers in the United States.

You may refuse these cookies by selecting the appropriate settings on your browser or by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en-GB>

Our website www.roundabouthomeless.org contains links to other websites. This privacy policy applies only to this website, so when you are moving to another site which collects personal information you should always read the privacy policy relating to that website.

Your rights

GDPR has provided the following rights for data subjects:

Right of Access – You have the right of access to information we hold about you. We have up to one month to provide you with the information and at no cost to you. We will provide you with a copy of the information we hold that relates to you.

Right to rectification or erasure – If you feel that any data we hold about you is inaccurate, you have the right to ask us to correct or rectify it. You also have a right to ask us to erase information about you where you can demonstrate that the data we hold is no longer needed by us, or if you feel that we are unlawfully processing your data.

Right to Restriction of processing – you have a right to request that we refrain from processing your data where you contest its accuracy, or the processing is unlawful and you have requested its erasure, or where we don't need to hold your data anymore but you need us to in order to establish, exercise or defend any legal claims, or we are in dispute about the legality of our processing your personal data.

Right to object – you have a right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling.

If you would like to exercise any of these rights, please contact:

Geoff Ticehurst
Head of Central Services
Roundabout
The Circle, 33 Rockingham Lane
Sheffield, S1 4FW

0114 253 6789
geoff.ticehurst@roundaboutltd.org

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office.