



Brighter Futures

Brighter Futures Limited Privacy Policy

Brighter Futures Limited is committed to protecting and respecting your privacy.

This Privacy Notice explains how we collect, use, store and protect your personal data in accordance with the Data Protection (Jersey) Law 2018.

This notice applies when you:

- visit our website
- contact us
- donate to us
- volunteer with us
- apply for a role
- access our services or programmes

You can find the most up-to-date version of our Privacy Notice on our website at:

<https://www.brighterfutures.org.je/privacy>

It is important that you read this Privacy Notice together with any additional privacy or fair processing notice we may provide when collecting specific information from you. Those notices supplement this Privacy Notice and do not replace it.

1. Who We Are

Brighter Futures Limited is a charity based in Jersey, Channel Islands, supporting parents, carers, children and young people.

We are registered with:

- The Association of Jersey Charities (AJC 320)
- The Jersey Charities Commissioner (Registered Charity No. 204)

We provide a range of free evidenced based programmes and 1:1 coordinator support services.

Brighter Futures Limited is the data controller responsible for your personal data. References to “we”, “us” and “our” mean Brighter Futures Limited.

2. Contact Details

If you have any questions about this Privacy Notice or how we handle your data, please contact:

Email: info@brighterfutures.org.je

Telephone: 01534 449487

Post: Brighter Futures, The Bridge, Le Geyt, St Saviour, Jersey JE2 7NT

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T: 01534 449487 | E: info@brighterfutures.org.je | www.brighterfutures.org.je

You have the right to complain at any time to the Jersey Office of the Information Commissioner (JOIC):

Jersey Office of the Information Commissioner

2nd Floor
5 Castle Street
St. Helier
Jersey
JE2 3BT
Telephone: +44 (0)1534 716530
Email: enquiries@jerseyoic.org

We would, however, welcome the opportunity to address your concerns before you contact the JOIC.

3. How We Collect Information

We collect personal data using the following methods:

Direct interactions

You may provide personal data by:

- completing forms
- corresponding with us by post, telephone or email
- applying for services
- donating
- subscribing to communications
- entering events or competitions
- providing feedback

Automated technologies

When you use our website, we may collect technical data through cookies, server logs and similar technologies. Please refer to our Cookie Policy for further information.

Third parties

We may receive data from:

- analytics providers
 - payment processors
 - referrers and associated agencies
 - publicly available sources
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4. The Types of Personal Data We Collect

If you are accessing services, we require information from you that includes your personal contact details, the nature of your query and information that you choose to disclose which is relevant to us providing you with access to our services and the fulfilment of our duties to you. If you are a client, this may include special categories of personal data (as detailed below).

As a donor, volunteer or if you sign up to our newsletter, the personal information we collect will include your name, address, email address, telephone number, your link to the charity (for example, donor/friend/event attendee) as well as information regarding your donation.

Depending on your relationship with us, we may collect:

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Identity Data

Name, title, date of birth, gender.

Contact Data

Postal address, email address, telephone number.

Financial Data

Bank account and payment card details where relevant. We do not process online donations directly. Donations made through platforms such as JustGiving are processed in accordance with their own privacy policies.

Transaction Data

Details of donations, payments or services provided.

Technical Data

IP address, browser type, device information and website usage data.

Profile Data

Communication preferences, interests, feedback and survey responses.

Marketing and Communications Data

Your preferences regarding receiving communications from us.

Special Category Data

Where you access services, we may process sensitive data, including information relating to health, ethnicity, religion or other matters relevant to delivering appropriate support. We process such data only where permitted by law and where necessary to provide support services or fulfil safeguarding responsibilities.

5. Lawful Bases for Processing

We will only process your personal data where lawful to do so.

This includes where:

- it is necessary to perform a contract with you
- it is necessary for our legitimate interests and your rights do not override those interests
- we are required to comply with a legal obligation
- you have given consent
- it is necessary to protect vital interests, including safeguarding concerns

Where we rely on consent, you may withdraw it at any time.

6. How We Use Your Information

We use personal data to:

- deliver services and programmes
- provide 1:1 coordinator support
- process donations
- assess applications for services, grants or employment
- administer events
- respond to enquiries
- manage volunteers
- improve our services

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- fulfil safeguarding responsibilities
- comply with legal and regulatory requirements

We will only share information with supporting agencies where necessary and lawful to do so. Where required, we will obtain your consent unless there are overriding safeguarding or legal obligations.

Purpose/Activity.	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new client.	(a) Identity (b) Contact (c) Special categories of personal data	(a) Performance of a contract with you (b) Necessary for our legitimate interests as an NGO in the course of our legitimate activities
To process your donation: (a) Manage donations, fees and charges. (b) Collect and recover money owed to us.	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover funds donated to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy. (b) Asking you to leave a review or take a survey.	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our services)
To enable you to partake in a prize draw, competition or complete a survey.	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you.	(a) Identity (b) Contact (c) Profile (d) Usage (e) Marketing and Communications (f) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)

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To use data analytics to improve our website, products/services, marketing, customer relationships and experiences.	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about services that may be of interest to you.	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Special categories of personal data	Necessary for our legitimate interests (to develop our services)
To protect the life of a data subject or another person, where the data subject is physically or legally incapable of giving consent.	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Special categories of personal data	Necessary for vital interests
To carry out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law.	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile (f) Special categories of personal data	(a) Necessary for our legitimate interests (b) Necessary to comply with a legal obligation (c) Necessary for vital interests

7. Who Has Access to Your Information

Access to personal data is restricted to staff, coordinators and authorised personnel who require it for legitimate organisational purposes.

We use third-party service providers to support our operations, including database management and IT systems.

We ensure appropriate contracts are in place requiring them to:

- keep your data secure
- process it only on our instructions
- comply with data protection law

We do not sell personal data and will not share it for third-party marketing purposes.

We may disclose information where required by law or where necessary to prevent harm or crime.

8. Data Retention

We retain personal data only for as long as necessary.

Service users

We retain records for up to 5-years from discharge from our services, unless a longer retention period is required for safeguarding or legal reasons.

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Donors, volunteers and enquirers

We retain information for up to 5-years from the date of last contact or donation, or until you request removal, unless we are legally required to retain it.

Retention periods are reviewed regularly.

9. Your Rights

Under the Data Protection (Jersey) Law 2018, you have the right to:

- request access to your personal data
- request correction of inaccurate data
- request erasure, where applicable
- request restriction of processing
- object to processing
- withdraw consent
- lodge a complaint with the JOIC

Requests can be made by email or in writing. We will respond within one month unless the request is complex or excessive.

The right to erasure is not absolute and may be limited by legal or safeguarding obligations.

10. Marketing Preferences

We will only send marketing communications where you have given consent or where lawful to do so.

You may change your preferences at any time by contacting us at info@brighterfutures.org.je or 01534 449487.

11. Data Security and Breaches

We implement appropriate technical and organisational measures to protect personal data.

Sensitive data is stored securely within controlled systems. Payment details are not retained where processed through third-party platforms.

In the event of a notifiable personal data breach, we will report it to the Office of the Information Commissioner within 72 hours where required. Where a breach presents a high risk to individuals, we will inform affected individuals without undue delay.

12. Profiling

Where consent has been provided, we may analyse information to better understand interests and improve communications. We do not conduct automated decision-making that produces legal or similarly significant effects.

13. Cookies

Our website uses cookies to improve functionality and user experience. Cookies do not collect directly identifiable personal data.

You can find the most up-to-date version of our Cookies policy on our website at:

<https://www.brighterfutures.org.je/privacy>

You may disable cookies in your browser settings, although this may affect website functionality.

14. Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for their privacy practices. Please review their privacy notices separately.

15. Children – 16 and under

We are committed to protecting the privacy of children and young people. Where required, we obtain appropriate parental or guardian consent in accordance with data protection law.

16. International Transfers

Your data may be transferred outside Jersey where service providers operate internationally. Where this occurs, we ensure appropriate safeguards are in place in accordance with data protection law.

17. Changes to This Privacy Notice

We review this Privacy Notice regularly and may update it from time to time. Where we make material changes, we will publish the updated Privacy Notice on our website and revise the “last updated” date accordingly.

You can find the most up-to-date version of our Privacy Notice on our website at:

<https://www.brighterfutures.org.je/privacy>

Last updated: February 2026