

DWRM Consultants Privacy Policy



Our contact details

Name: DWRM Consultants

Address: PO Box 6741, Warwick, CV34 9SF

Phone Number: 0800 987 5953

E-mail: info@dwrm.org.uk

Company number 12747510 registered in England.

Registered office is at Cooke Watts & Co Ltd, Vectis House, Kineton, Warks, CV35 0JS

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics
 - Name
 - Email address
 - Phone number
 - Organisation
- For students we also collect
 - Address and postcode
 - Prison number (to enable communication by letter and EMAP)
 - Release date (for student loan enquiries)
 - Highest previous qualification (for UCAS applications)
 - NI number (for UCAS applications)
 - University application details
 - Contact details for nominated advocate (name, email, phone)

We do not store any financial information about you. If this information is needed for a UCAS application, it will be held temporarily while the application is made on your behalf and will then be deleted by us. It will not be held in our records.

We do not process any information about criminal convictions and offences. Because of the nature of our business, we know that our students have one or more criminal convictions and we work with you on this basis. We do not store any information about any offences.

Where universities require risk assessment information about a student, this will be referred to the relevant prison or probation department, with the consent of the student.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To be added to our list of supporters and volunteers
- To make an application for a university or college place

We also receive personal information indirectly, from the following sources in the following scenarios:

- UCAS (in response to an application made on your behalf)
- HMPPS (information from the prison about your identity and permission to study)

We use the information that you have given us in order to

- Send regular updates about our work via a newsletter
- Ask volunteers for support with specific tasks
- To make university or college applications on behalf of students
- To make applications for student loans on behalf of students

We may share this information with the university or college you are applying to, and with HMPPS.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at info@dwrn.org.uk

(f) We have a legitimate interest as defined in the Data Protection Act 2018

What is the 'legitimate interests' basis?

Article 6(1)(f) gives you a lawful basis for processing where:

“processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.”

How we store your personal information

Your information is securely stored on our company database.

We keep your personal information for 7 years after your last contact with us. We will then dispose your information by deleting all records from our database.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@dwrn.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@dwrn.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>