



# Forces Online CIO

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Telephone: 0300 300 2288

Registered Charity: 1188955 (England & Wales) SC050678 (Scotland)



## Forces Online



## Privacy Policy

**Note:** This policy is a 'living document' and as such it can be reviewed, revised and amended at any time to meet any changes or amendments deemed necessary to facilitate any legislative or environmental changes, however, such changes will only take place following consultation with and authorisation by the Forces Online CIO, Scotland and Northern Ireland Senior Management team.

# Privacy Policy

**Forces Online CIO**

**Effective Date:** 07/04/2020

**Last Updated:** 07/04/2024

## 1. Introduction

Forces Online ("we," "our," or "us") is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website ([www.forcesonline.org.uk](http://www.forcesonline.org.uk)) and our services.

### Organisation Details:

- **Registered Charity:** Forces Online CIO Reg No. 1188955 (England & Wales) & OSCR SC050678 (Scotland)
- **Northern Ireland** – Registration applied for.
- **Data Protection License:** ZB689910
- **Contact:** [len.chappell@forcesonline.org.uk](mailto:len.chappell@forcesonline.org.uk) Tel 0300 300 2288

## 2. Information We Collect

### 2.1 Personal Information

We may collect the following types of personal information:

- **Contact Details:** Name, email address, postal address, telephone number
- **Service Information:** Military service details, rank, regiment/unit, service dates
- **Demographic Information:** Age, gender, location
- **Support Needs:** Information about the type of support or assistance you require
- **Emergency Contact Information:** Details of next of kin or emergency contacts
- **Financial Information:** Where relevant for support services (handled securely)
- **Health Information:** Only where necessary for specific support services and with explicit consent

### 2.2 Technical Information

When you visit our website, we automatically collect:

- IP address and browser type
- Operating system and device information
- Website usage data and navigation patterns
- Cookies and similar technologies (see Cookie Policy)

## 2.3 Communication Records

- Records of correspondence with our team
- Phone call records (where calls are recorded for quality purposes)
- Case notes and support interaction history

## 3. How We Collect Information

We collect information through:

- **Direct provision:** Information you provide when contacting us or using our services
- **Website interactions:** Data collected through our website and online forms
- **Third parties:** Information from partner organisations (with your consent)
- **Public sources:** Publicly available military records (where appropriate)
- **Referrals:** Information from other support organisations or agencies

## 4. Legal Basis for Processing

Under UK GDPR, we process personal data on the following legal bases:

- **Consent:** Where you have given specific consent
- **Legitimate Interests:** For our charitable activities supporting veterans and their families
- **Legal Obligation:** To comply with legal requirements
- **Vital Interests:** Where processing is necessary to protect life or health
- **Public Task:** In performance of our charitable mission

## 5. How We Use Your Information

### 5.1 Primary Purposes

- Providing support and assistance services to veterans and their families
- Assessing eligibility for our services and support programmes
- Communicating about our services, events, and support opportunities
- Maintaining records of our charitable activities and impact

### 5.2 Secondary Purposes

- Improving our services and developing new support programmes
- Conducting research and analysis to better serve the veteran community

- Fundraising activities (with appropriate consent)
- Ensuring compliance with charity regulations and reporting requirements

### 5.3 Communications

- Responding to enquiries and providing requested information
- Sending newsletters and updates about our activities
- Notifying you about relevant support services or opportunities
- Emergency communications where necessary

## 6. Information Sharing and Disclosure

### 6.1 When We Share Information

We may share your information with:

- **Partner Organisations:** Other veteran support charities and organisations (with consent)
- **Professional Services:** Legal, medical, or other professional advisors (where necessary)
- **Government Bodies:** Where required by law or for statutory reporting
- **Service Providers:** Trusted third parties who help us deliver our services
- **Emergency Services:** Where there is immediate risk to health or safety

### 6.2 Safeguards

All information sharing is subject to:

- Appropriate data sharing agreements
- Strict confidentiality requirements
- Compliance with data protection laws
- Your consent where legally required

### 6.3 No Commercial Sharing

We do not sell, rent, or trade your personal information for commercial purposes.

## 7. Data Security

### 7.1 Technical Measures

- Encryption of sensitive data in transit and at rest
- Regular security updates and patches

- Secure server infrastructure and hosting
- Multi-factor authentication for staff access

## 7.2 Organisational Measures

- Staff training on data protection and confidentiality
- Clear data handling procedures and policies
- Regular security assessments and audits
- Incident response procedures

## 7.3 Physical Security

- Secure storage of paper records
- Controlled access to offices and filing systems
- Safe disposal of confidential documents

# 8. Data Retention

## 8.1 Retention Periods

- **Active cases:** Retained while support is ongoing plus 7 years
- **Completed cases:** Retained for 7 years after case closure
- **Financial records:** Retained for 7 years in accordance with charity law
- **Website data:** Retained for up to 2 years unless longer retention is justified

## 8.2 Disposal

When retention periods expire, we securely delete or destroy personal data unless:

- Legal requirements mandate longer retention
- You have consented to longer retention
- Ongoing legitimate interests justify retention

# 9. Your Rights

Under UK GDPR, you have the following rights:

## 9.1 Access Rights

- **Right of Access:** Request copies of your personal data
- **Right to Information:** Understand how your data is processed

## 9.2 Control Rights

- **Right to Rectification:** Correct inaccurate personal data
- **Right to Erasure:** Request deletion of your personal data
- **Right to Restrict Processing:** Limit how we use your data
- **Right to Data Portability:** Receive your data in a portable format

### 9.3 Objection Rights

- **Right to Object:** Object to processing based on legitimate interests
- **Right to Object to Marketing:** Opt out of direct marketing communications

### 9.4 Exercising Your Rights

To exercise your rights, contact us using the details in Section 13. We will respond within one month of receiving your request.

## 10. Cookies and Website Technologies

### 10.1 Cookie Usage

Our website uses cookies to:

- Remember your preferences and settings
- Analyse website traffic and user behaviour
- Improve website functionality and user experience

### 10.2 Cookie Management

You can control cookie settings through your browser preferences. Disabling cookies may affect website functionality.

### 10.3 Third-Party Services

Our website may use third-party services (such as Google Analytics) that place their own cookies. Please refer to their privacy policies for more information.

## 11. Children's Privacy

### 11.1 Age Requirements

Our services are primarily intended for adults. We do not knowingly collect personal information from children under 13 without parental consent.

### 11.2 Family Support

When providing support to military families, we may collect information about children as part of our family support services, always with appropriate parental consent.

## 12. International Transfers

### 12.1 Data Location

We primarily store and process data within the UK. Where data is transferred internationally, we ensure:

- Adequate protection through adequacy decisions
- Appropriate safeguards are in place
- Your rights remain protected

## 13. Contact Information

### 13.1 Data Protection Enquiries

For questions about this Privacy Policy or your personal data:

#### **Forces Online CIO**

Len Chappell CEO/Founder [len.chappell@forcesonline.org.uk](mailto:len.chappell@forcesonline.org.uk) Tel. 0300 300 2288

Email: [len.chappell@forcesonline.org.uk](mailto:len.chappell@forcesonline.org.uk)

Phone: 0300 300 2288

### 13.2 Data Protection Officer

If we have appointed a Data Protection Officer, their contact details are: who is our current CEO.

### 13.3 Regulatory Authority

If you have concerns about our data processing, you can contact the Information Commissioner's Office (ICO):

- Website: [ico.org.uk](https://ico.org.uk)
- Phone: 0303 123 1113

## 14. Changes to This Policy

### 14.1 Policy Updates

We may update this Privacy Policy from time to time to reflect:

- Changes in our services or practices
- Legal or regulatory requirements
- Best practice recommendations

### 14.2 Notification

We will notify you of significant changes by:

- Updating the "Last Updated" date at the top of this policy
- Posting notices on our website
- Direct communication where appropriate

## 14.3 Continued Use

Continued use of our services after policy updates constitutes acceptance of the revised policy.

# 15. Special Considerations for Veterans

## 15.1 Sensitive Information

We recognise that veterans may have sensitive personal circumstances including:

- Mental health information
- Details of military service and experiences
- Financial difficulties or housing issues
- Family relationship challenges

We handle all such information with particular care and confidentiality.

## 15.2 Multi-Agency Support

Veterans often receive support from multiple organisations. We work collaboratively while ensuring:

- Clear consent for information sharing
- Coordination of support without duplication
- Respect for your choice of support providers

## 15.3 Emergency Situations

In crisis situations involving immediate risk to health or safety, we may need to share information with emergency services or crisis support teams without prior consent, but we will inform you as soon as reasonably possible.

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**Document Version:** 5.00

**Forces Online** - Supporting Veterans and Their Families Across the UK

**Charity Registration:** Forces Online CIO 1188955 (England & Wales) & Forces Online Scotland SC050678 (Scotland)

**Data Protection License:** ZB689910



## Change Record

Date of Change:	Changed By:	Comments:
07/04/2000	LC/ME	Authorised by Trustees.
07/04/2021	LC/ME	Policy Check
07/04/2022	LC/PE	Policy Check
07/04/2023	LC/PE	Policy Check
07/04/2024	LC/PE	Policy Check
07/04/2025	LC/GD	Policy Check
01/09/2025	LC/RM	Format changed to PDF