

Rape Crisis England & Wales | Privacy Notice

February 2026

About this notice

Rape Crisis England & Wales (RCEW) is committed to protecting all personal information that we hold and making every effort to ensure that it is processed in a fair, open and transparent manner.

This notice will help you understand what information we collect, why we collect it, how we store and use it, and if we disclose the information to anyone else. It will also explain what rights and choices you have regarding your personal information.

Who we are

Rape Crisis England & Wales is the feminist charity working to end child sexual abuse, rape, sexual assault, sexual harassment and all other forms of sexual violence. We are also the membership organisation for Rape Crisis centres across England and Wales. Together with our [member centres](#), we work to deliver specialist services to those affected by sexual violence and abuse, and aim to educate, influence and make change.

We are a Charitable Incorporated Organisation (CIO), registered in the UK under charity number 1155140.

We can be contacted at: rcewinfo@rapecrisis.org.uk

What we do

Our vision

What we want: a world without sexual violence, where all women and girls live safely, freely and with dignity. We work for women and girls, in partnership

with our member centres, to transform attitudes to sexual violence, improve responses to all survivors and end sexual violence in all its forms.

How we do it

To achieve this, we believe Rape Crisis England & Wales has a crucial role to play in:

- Believing survivors and helping them to get their voices heard.
- Ensuring survivors have access to specialist support.
- Raising awareness about the prevalence and impacts of sexual violence and abuse, and challenging rape culture. Influencing change in all aspects of public policy relating to sexual violence.

Our role

We are the controller of the personal data we process. This means that we are responsible for deciding how we collect, use and store information about you.

Rape Crisis England & Wales (RCEW) is registered with the UK Information Commissioner's Office (ICO) under registration reference ZA331575.

If you are involved with one of our Member Centres, please refer to their privacy notice directly.

How we collect and use your information

How we collect and use your personal data will depend on how you interact with us or the services you use. To better understand how we use your data, please click on the role that best describes you.

I am just browsing your website

If you are just browsing our website, we may collect your data using cookies or other tracking technology.

Cookies are small text files that are placed on your device, such as your computer, phone or tablet, when you view pages on our website. These cookies allow us to track some of your browsing preferences and optimise how our website works.

While we are not looking to identify you using cookies as the focus on your device, it may be possible for us to identify you or infer information about you. Unless the cookies are “strictly necessary” to make our website function, we will ask for your consent before they are placed on your device.

For more information on the cookies we use, please read our cookie notice.

I have signed up to your newsletter

Purpose your data is used	Type of data used	Legal basis	How long we keep your data
We need some of your personal data when you sign up to receive our newsletter, and in order for us to send this newsletter to you.	First name, Last name, Email address	Consent	Until you unsubscribe from the newsletter. Your data may be held for a longer period if used for other purposes. See below for information on our purposes for processing your personal data.

I am associated with RCEW as a Member or am a non-Member or member of the public and have another relationship with RCEW

Purpose your data is used	Type of data used	Legal basis	How long we keep your data
Where you are a Member and have engaged with us, we need some of your personal data to manage the relationship and setup your Member account.	First name, Last name, Email address, Contact number, Place of work	Legitimate Interests of managing your membership.	As long as we consider your membership application, or as long as you act as the main point of contact for your organisation

Training activities for member centres. The data will be used to facilitate attendance to the training via virtual meetings, sharing materials pre and post training.	First name, Last name, Email address, Job Title	Legitimate Interests of providing trainings to individuals from our Member Centres in their official capacity.	Until 1 year after your training activity ends.
We need some of your data when you attend events that we host, and when registering for an event.	First name, Last name, Email address, Contact number, Place of work	Legitimate Interests of facilitating your attendance to events, such as registration.	Until 6 months after the event
If you are involved in our public policy and affairs as a government official or another professional capacity for research or lobbying purposes, we need some of your data to manage who is involved in campaigning, lobbying, and other related activities.	First name, Last name, Contact details, Job title (if applicable/appropriate)	Legitimate Interests of managing our policy work with you in your official capacity, and to advocate for victims and address policy agendas.	We do not process your personal data for longer than necessary, and the period for processing is determined based on the nature of the data collected and whether the purpose for its processing has ended.
If you are involved in our public policy and affairs as a victim/survivor for research or lobbying purpose, we need some of your data to manage who is involved in campaigning, lobbying, and other related activities, such as consultations.	First name, Last name, Contact details, Personal history with Sexual Violence (if applicable/appropriate)	Legitimate Interests of facilitating your involvement in policy work that RCEW is a part of.	We do not process your personal data for longer than necessary, and the period for processing is determined based on the nature of the data collected and whether the purpose for its processing has ended.
Where you have made a donation to us, we need some of your data to process your donation.	First name, Last name, Address, Email address, Payment details	Legitimate Interest of processing your donation, and understanding supporters who donate repeatedly.	5 years
When you have been involved in fundraising for us, we need your information to process your contribution, and to celebrate our fundraisers	First name, Last name, Contact details, Photograph (optional)	Legitimate Interest of managing fundraising	5 years

initiatives, events, and communications.

<p>When we send surveys to gather information, and if you choose to participate in these, we gather some information from surveys for research purposes.</p>	<p>First name, Last name, Email address. We may also ask for any other personal data as might be relevant to each survey. Please read the statement of each survey for more information.</p>	<p>Legitimate Interest of gathering your feedback to improve our services, and/or Consent. Where consent is used, this will be explicitly stated in the survey.</p>	<p>Each survey will individually state the length of time for which the personal data will be used. Generally, we only keep your information as long as is reasonable and necessary for the relevant activity.</p>
<p>If you raise a complaint about us, or one of our member centres, and have escalated the complaint to us.</p>	<p>First Name, Last name, Contact information, Information surrounding your complaint</p>	<p>Legitimate Interests of contacting you about your complaint, and investigating your complaint.</p>	<p>Only until the complaint is resolved. After the complaint is resolved, personal information about you will be held for a period of 12 months.</p>

I access the 24/7 support line

Purpose your data is used	Type of data used	Legal basis	How long we keep your data
<p>When you use our 24/7 Support Line, our call handling system collects some technical information to process the call/chat During a phone call, the call handler generally does not have access to your phone number. If you do not withhold your phone number (by dialling "141" before the rest of the number), your phone number will be processed and recorded by our call handling system. We may be able to retrieve this number if required to in certain circumstances – for</p>	<p>Phone number (unless you choose to withhold it), how long the call lasted, as well as other technical information about the call. If you use the online chat, we would have access to the following, only accessed for</p>	<p>Legitimate Interest in managing technical aspects of the service. We also have a Legitimate Interest of managing frequent callers to the service, registering demand from unique callers, blocking phone numbers from abusive</p>	<p>For call information: 5 years from the call For webchat: identifiable data (e.g. IP address) deleted after 6 weeks; anonymised chat data (e.g. time, date, duration)</p>

<p>example, if a named child is at risk of serious harm or abuse. We don't access numbers for safeguarding concerns. We may access phone numbers for data requests, subject access requests, and to manage frequent or abusive callers.</p>	<p>troubleshooting purposes: IP address, Browser extension information, Browser type and version, Softphone release version, Client OS information, Station type information.</p>	<p>callers, or responding to subject access requests.</p>	<p>deleted after 5 years from the webchat use</p>
<p>When you use our 24/7 Support Line very frequently, we may need to record some information about you in order to monitor your service use, and to manage service demand.</p>	<p>Main characteristics of the caller: First name (if you've chosen to tell us), Notes about your described experience or behaviour on the call, Steps we've taken to manage your use of the service.</p> <p>We will only collect this information if we have reasonable reason to believe you have been using the service more than twice per week.</p>	<p>Legitimate interests in managing service demand and frequent user activity.</p>	<p>1 year after the last time you contact the service</p>
<p>When you use our 24/7 Support Line, our operators may make some notes about you and the incidents you describe, based on what you tell us and to understand the needs of service users.</p>	<p>We try to capture as little personally identifiable information about you as possible. If any information is collected, this will depend only on what information you provide during the interaction.</p> <p>This could include: age range, gender, region you're calling from, and basic information</p>	<p>Legitimate interests in supporting you when you contact us, as well as to understand trends of who is reaching the service, the types of abuse experienced, and the type of support offered in order to better provide suitable support.</p>	<p>Any written notes about specific details of the call will be deleted after 6 months.</p> <p>If you choose to provide general information during the call (i.e. age range, gender, region you're calling from, basic information about sexual incidents described), we</p>

	<p>about any incidents of sexual violence that you describe, including the type of incident, time period in which it occurred, the gender of your perpetrator(s), and relationship(s) to perpetrator(s).</p>		<p>hold this for 5 years from the point of interaction.</p>
<p>After your interactions with us, we may gather optional demographic information about you for reporting purposes to our stakeholders, and/or for reviewing and improving the use of the services.</p> <p>On calls, your operator will ask you these questions. On chats, you will be sent a link to provide these details yourself, and the operator will not have access to this information.</p>	<p>Basic demographic information, such as your age range, gender, disability, sexual orientation, trans status, and ethnicity.</p>	<p>Legitimate Interests of improving the services offered to individuals, reporting to funders, and reporting to other stakeholders. This information is not generally linked to any other personal data but only serves the purpose of managing our services and how they are offered or used by do different individuals.</p>	<p>5 years from the point of collection.</p>
<p>After your interactions with us, and if you opt-in to answer our feedback survey at the end of your 24/7 Support Line session, some information will be gathered to understand your experience and feedback.</p> <p>On calls, your operator will ask you these questions. On chats, you will be sent a link to provide these details yourself, and the operator will not have access to this information. You will also be asked questions relating to:</p> <ul style="list-style-type: none"> • Feeling heard and believed on the calls. 	<p>Basic demographic information, such as your age range, gender, disability, sexual orientation, trans status, and ethnicity. Any other information you provide as part of your feedback.</p>	<p>Legitimate Interests of improving the services offered to individuals.</p>	<p>5 years from the point of collection</p>

- The support you received and if it was appropriate to my needs/situation.

When you start a web chat with us, we temporarily hold your chat transcript for troubleshooting purposes.	Your chat transcript	Legitimate Interests in managing the service, troubleshooting technical issues, and managing abusive contacts.	Automatic deletion after 30 days
If you contact us to raise a complaint about the 24/7 Support Line, we will need some of your information to manage your complaint and provide support.	First Name, Last name, Email address, Telephone number. If relevant to your complaint and if disclosed to us, we may also gather personal characteristics such as ethnicity, disability and gender.	Legitimate Interest of answering your complaint and being able to communicate with you around your complaint.	12 months after submission
When we review the quality of our services, we may also check personal information about you to ensure that we provide valuable services and support.	First name, Last name, Email address, Phone number, Address, Your chat transcript from web chats	Legitimate interests of ensuring the quality of our services and support are delivered.	Automatic deletion after 30 days from the point of collection for quality review.

I am a job applicant

We also process your personal data when you apply for a role with us. The purposes for our processing of your data as an applicant are outlined below. Where your data is processed under the performance of a contract or for a legal obligation, if you do not provide the data requested, we will be unable to advance your application.

Purpose your data is used	Type of data used	Legal basis	How long we keep your data
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When you apply for a job opening with RCEW, we need some of your data to manage the recruitment process. This includes reviewing your application, conducting any interviews, along with any specific exercises or tasks as part of this process, as well as offering you a position if you are successful.

Name, Contact information, Work history, Education background, Address, CV, Gender (where necessary for job listing).

Performance of a contract, in line with pre-contractual steps in order to assess your suitability for a role in order to offer you an employment contract.

We do not process your personal data for longer than necessary, and the period for processing is determined based on the nature of the data collected and whether the purpose for its processing has ended. If you are unsuccessful, your application would not be held for longer than 6 months.

We may gather demographic information about our applicants to assess how well we are meeting requirements of candidates from different backgrounds, and in line with equalities monitoring. Providing this information is optional, and answers do not affect your application.

Gender, Sexual Orientation, Ethnicity, Age, Disability Status, Immigration Status, Religion, Socioeconomic background, Language(s) spoken.

Legitimate interests in order to monitor the diversity of candidates for employment with us. You are able to opt out of sharing your demographic data.

We do not process your personal data for longer than necessary, and the period for processing is determined based on the nature of the data collected and whether the purpose for its processing has ended.

If you are unsuccessful in your application, we would not hold your data for longer than 6 months.

Special category data

Some categories of personal information are more sensitive. These categories of information are known as special category data and includes information about a person's health, genetic data, biometric data, race, ethnicity or sexual orientation, political opinions, religion or philosophical beliefs, or trade union membership. If you provide any special category data to us, we will only use this information for the purposes as outlined above.

Where we do process this type of data, we ensure that it is protected (along with any other personal data about you) through measures we have implemented to ensure the security of your data. It is also processed in accordance with our obligations under data protection laws.

What do we mean by "legal basis"?

We are only able to use your personal data when the law allows us to. This is called the legal basis. Regarding the above purposes, the legal basis listed for each are explained below:

Consent – You have given us your consent to process your personal data for the specific purpose we have explained to you. You have the right to withdraw your consent at any time. To do so please contact us or the Data Protection Officer via the details supplied below.

Contract – We need to use your data to fulfil a contract you have with us. Alternatively, it's necessary to use your data because we have asked you to, or you have taken yourself, specific steps before entering that contract.

Legal Obligation – We need to use your data to comply with the law.

Vital Interests – Processing your data is necessary to protect your vital interests or of another person. For example, to prevent you from serious physical harm.

Public Task – Using your data is necessary for the performance of a task carried out in the public interest, or because it is covered by a task set out in law, for example, for a statutory function.

Legitimate Interests – Processing your data is necessary to support a legitimate interest we or another party has, only where this is not outweighed by your own interests. We have stated our pursued interests above directly as it relates to each purpose of processing where the basis for our processing is Legitimate Interests.

Who is the information shared with?

Third Party Service Providers

All information we hold is used exclusively by RCEW. We make sure that your data is only seen by people who need to view it for their work and that our staff are trained in protecting your information.

However, as with most organisations, we use service providers to help us deliver our services and keep your data secure. When we use these service providers, it is necessary for us to share your personal data with them. In such cases, this includes payment processors for donations, partners who manage sponsored events, email communications providers, subcontractors running the support line, cloud providers, external HR providers, government bodies (such as Ministry of Justice or the Home Office for example, if you're engaged in our policy work), relevant agencies in the event of safeguarding concerns, relevant agencies in the event of a complaints procedure. We will never sell or share your personal information with organisations so that they can contact you for marketing activities, and we have agreements in place with all our providers that oblige them to protect your data.

Sometimes, we may be legally obliged to supply copies of personal information to other organisations. For example, to supply information to the police. We might not be always able to tell you that we have shared your information in this way, however we will ensure this is only shared in accordance with the law. This may be the case if we believe that a child or vulnerable adult is at risk of serious or immediate harm. If you disclose such circumstances and provide information that could lead us to identify your name and location, we may have to record such information and provide it to the appropriate authorities.

Third Party Links

Our website includes 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 are not responsible for their privacy notices. When you leave our website, we encourage you to read the privacy notice of each website you visit.

Data Transfers outside the UK

Where your data is transferred outside of the UK, we make sure that your data is given the same level of protection, either because that country has a comparable data protection standard (Adequacy), or by using another safeguard such as an enhanced contractual agreement.

If you want additional information about the mechanisms relied on when transferring your data to another country, please contact us.

Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. This privacy notice does not cover the information practices of those websites.

Your rights

Under data protection legislation, in certain circumstances you have the following rights over the processing of your personal data as described in this notice:

- right to be informed about what data we process and how your data is used;
- right of access to your personal data;
- right to correction or rectification of your data;
- right to request deletion of your data;
- right to object to the processing of your data;
- right to object to marketing at any time;
- right to restrict processing of your data;
- right not to be subject to automated decision-making or profiling; and
- the right to data portability.

If you would like to submit a request, please contact us at rcewinfo@rapecrisis.org.uk.

Data Protection Officer

The contact details for our external Data Protection Officer are as follows:

By post: DataCo International UK Limited
Suite 1, 7th Floor, 50 Broadway
London, United Kingdom
SW1H 0BL

By email: privacy@dataguard.co.uk

By phone: +442035146557

Complaints

We take our data protection obligations seriously, and if you are unhappy with any aspect of this privacy notice, or how your personal data is being processed, please contact us at rcewinfo@rapecrisis.org.uk.

If you are still not happy, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

By post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/global/contact-us/>