

Privacy Policy — Nexus Advice

Effective Date: 17 October 2025

Last Updated: 17 October 2025

At Nexus Advice, we are committed to protecting your privacy and ensuring that your personal data is handled safely, lawfully, and transparently. This policy explains how we collect, use, and store your information when you contact us for support or participate in our services.

1. Who We Are

Nexus Advice is a community support service providing:

- * Welfare benefits advice
- * Debt and money guidance
- * Health and Wellbeing community events

Our contact details:

Address: C/o Viking Community Centre Radcliffe Way Northolt UB5 6HW

Email: info@nexuscommunity.uk

We are the Data Controller responsible for how your personal data is used.

2. What Information We Collect

When you contact us or use our website, we may collect:

- * Your name and contact details (email, phone number, address)
- * Information you share about your circumstances or enquiry
- * Records of your communication with us
- * Your consent preferences (for contact and marketing)

We only collect information necessary to provide our services or respond to your requests.

3. How We Use Your Information

We use your data to:

- * Respond to your enquiry or request for advice
- * Provide welfare, debt, and wellbeing support services
- * Manage appointments and followup communication

- * Signpost or refer to third party support services
- * Invite you to wellbeing events (if you opt in to marketing)
- * Comply with legal or regulatory obligations

We will not sell or rent your data to anyone.

4. Lawful Basis for Processing

Under the UK GDPR, we rely on the following lawful bases:

- * Consent — when you agree to share your personal data via our contact form
- * Legal obligation — when we must process data to comply with legal requirements
- * Legitimate interests — when it is necessary for running our services efficiently and safely

You can withdraw your consent at any time by contacting us.

5. How We Store Your Data

Your information is stored securely in our customer relationship management (CRM) system and protected with appropriate technical and organisational measures.

We only keep your data for as long as necessary to fulfil the purpose it was collected for, or as required by law.

When your data is no longer needed, it will be securely deleted or anonymised.

6. Sharing Your Data

We may share your information with trusted partners or data processors, such as:

- * Secure CRM or cloud service providers
- * Partner organisations delivering wellbeing events
- * Regulators or authorities if required by law

All third parties are bound by strict confidentiality and data protection agreements.

7. Your Data Protection Rights

Under UK data protection law, you have the right to:

- * Access the personal data we hold about you
- * Request correction of inaccurate or incomplete information
- * Request deletion of your data (“right to be forgotten”)
- * Object to or restrict certain types of processing

* Withdraw consent for marketing or communication at any time

To exercise these rights, contact us at [Insert contact email].

8. Cookies and Website Data

Our website may use cookies for basic functionality and analytics. You can control or disable cookies through your browser settings. We do not use cookies for advertising.

9. Children's Data

Our services are intended for adults. We only process data relating to children with appropriate consent from a parent or guardian and where necessary for service delivery.

10. Changes to This Policy

We review our Privacy Policy regularly. Updates will be posted on this page with the latest effective date.

11. Contact Us

If you have any questions or wish to exercise your rights under this policy, please contact:

Nexus Advice – Data Protection Officer

Address: C/o Viking Community Centre Radcliffe Way Northolt UB5 6HW

Email: info@nexuscommunity.uk

If you are not satisfied with our response, you can lodge a complaint with the Information Commissioner's Office (ICO):