

Silkfutures CIC

Privacy Policy

Last reviewed: June 2026

Your privacy matters to us. This policy explains how Silkfutures CIC collects, uses, and protects your personal information and what your rights are.

We have written this in plain English because we want everyone who works with us, accesses our programmes, or visits our website to understand exactly how we handle their information. If you have any questions, please get in touch.

Our Promise to You

Whether you are a young person in our programme, a parent or carer, a referral partner, a member of staff or a volunteer, or someone who has visited our website or completed one of our forms, here is what we promise:

- We will only collect the personal information we genuinely need.
- We will never sell your data to anyone, ever.
- We will be transparent about how we use your information.
- We will keep your information safe and secure.
- We will only keep your data for as long as we need to.
- We will respect your rights and respond promptly to any requests.

Who We Are

Silkfutures CIC is a Community Interest Company registered in England and Wales (Company No. 12461003).

We deliver free, music-based mentoring and creative wellbeing programmes for young people aged 11–25 across Cardiff, with a particular focus on young people from low-income and racially marginalised communities.

Silkfutures CIC is the data controller for all personal data we collect and process.

Our nominated Data Controller is:

Toni Andrews, Managing Director

Email: toni@silkfutures.com

Phone: 07595496775

Address: 113–116 Portland House, Bute Street, Cardiff, CF10 5EQ

Young People and Families Using Our Services

What information we collect

If you or your child access one of our programmes, we may collect the following:

- Name, date of birth, and contact details
- Referral information from social services, schools, or youth justice teams
- Session attendance records
- Wellbeing scores and progress notes completed by mentors after each session

- Feedback and responses submitted via our in-house evaluation app or Google Forms
- Safeguarding records, where relevant
- Parent or guardian contact details for young people under 18

Why we collect it and how we use it

We use this information to:

- Deliver and manage our mentoring and creative programmes
- Keep young people safe through our safeguarding procedures
- Monitor and evaluate the impact of our programmes for funders and internal review
- Communicate with young people, families, and referral partners
- Meet our legal and regulatory obligations as a Community Interest Company

Our legal basis for processing

We rely on the following legal bases under UK GDPR:

- Legitimate interests for programme delivery and impact monitoring
- Legal obligation for safeguarding and regulatory compliance
- Consent where we ask young people or families to complete forms or provide feedback
- Vital interests in safeguarding situations where the safety of a young person may be at risk

Where we process information about young people under 18, we take particular care to ensure this is proportionate, necessary, and in their best interests.

Who we share your information with

We do not share personal information unless we need to. We may share relevant information with:

- Cardiff Children's Services, social workers, schools, and youth justice teams for safeguarding and programme referral purposes
- Our accountant — only where relevant to financial or payroll matters; they are bound by professional confidentiality
- Technology platforms we use to store and manage data (see the Technology section below)

In a safeguarding situation, we may need to share information without your consent. This could include sharing with the police, emergency services, local authorities, health services, or other organisations involved in supporting a young person.

How long we keep your information

- Young people's session and programme records 7 years from last contact
- Safeguarding records retained in line with statutory guidance, typically until the young person reaches age 25 or longer if required
- Parent and guardian contact details deleted once no longer needed for active programme delivery

Staff, Mentors, and Volunteers

What information we collect

- Name, contact details, and emergency contact information

- Right to work documentation
- DBS check records
- Employment or contractual records, including pay and bank details
- Session notes and programme delivery records

Why we collect it

We use this information to manage employment and volunteering relationships, meet our legal obligations as an employer, and ensure the safety of the young people we work with.

How long we keep it

- Staff and volunteer records 7 years following the end of engagement
- Financial and payroll records 7 years in line with HMRC requirements
- DBS records retained in line with statutory guidance

Website Visitors and Google Forms

What information we collect

If you visit our website at www.silkfutures.com or complete one of our Google Forms sign-ups, we may collect:

- Information you submit via contact or sign-up forms (such as your name and email address)
- Basic analytics data collected by our website platform to help us understand how people use the site this does not identify you individually

Why we collect it

We use this information to respond to enquiries, manage programme sign-ups, and improve our website and communications.

How long we keep it

- Website and Google Forms enquiries 12 months unless ongoing contact is established

The Technology We Use

We use the following third party platforms to store and manage data. All providers are required to process data in accordance with UK GDPR:

Google Drive

We store documents, session records, and organisational files on Google Drive. Access is restricted to staff and mentors who need it. Google LLC is based in the USA and processes data under UK GDPR adequacy arrangements.

Google Forms

We use Google Forms to collect sign-up and feedback information. Data submitted via Google Forms is stored in Google's systems and is subject to their privacy terms.

Supabase

Supabase powers the backend database for our in-house evaluation app, which we use to capture session feedback and wellbeing data from young people interactively. Data is processed in accordance with Supabase's data processing terms.

Our Accountant

We share relevant financial and payroll data with our accountant for the purposes of managing our finances and meeting HMRC obligations. They are bound by professional confidentiality.

Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

- The right to access- request a copy of the data we hold about you
- The right to rectification -ask us to correct inaccurate or incomplete data
- The right to erasure - ask us to delete your data in certain circumstances
- The right to restrict processing - ask us to limit how we use your data
- The right to data portability -request your data in a portable format
- The right to object -object to processing based on legitimate interests
- The right to withdraw consent - where processing is based on consent, you can withdraw it at any time without affecting the lawfulness of previous processing

To exercise any of these rights, please contact Toni Andrews at toni@silkfutures.com. We will respond within one month of receiving your request.

If you are making a request on behalf of a young person under 18, please contact us directly and we will discuss how best to assist.

Keeping Your Data Safe

We take the security of personal data seriously. Our measures include:

- Access to personal data is restricted to staff and mentors who need it to carry out their role
- Google Drive files are access-controlled and shared only on a need-to-know basis
- Devices used to access personal data are password protected
- Staff and mentors receive guidance on data protection as part of their induction
- Our safeguarding and data protection policies are reviewed regularly

In the event of a data breach that is likely to result in a risk to individuals, we will notify the Information Commissioner's Office (ICO) within 72 hours and will inform affected individuals where required.

Complaints and How to Contact Us

If you have a concern about how we have handled your personal data, please contact us in the first instance:

Toni Andrews, Data Controller

Email: toni@silkfutures.com

Phone: 07595496775

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Phone: 0303 123 1113

- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Updates to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. The most current version will always be available on our website at www.silkfutures.com and on request from our office.

This policy was last reviewed in June 2026.