

Change Please: External Privacy Notice

November 2025

We are **Change Please**.

We are a Community Interest Company with company number 9651207 and a Registered Address: 17-19 Triton Street, London, England, NW1 3BF, and Change Please Foundation, a charity registered in England & Wales (Charity number: 1177958) and in Scotland (Charity number: SC054107) with registered Address: Unit 5, Print Village, 58 Chadwick Road, LONDON, SE15 4PU.

If you have any questions about this notice, including any requests to exercise your legal rights, please contact us at peopleandculture@changeplease.org

This notice was last updated in November 2025.

How do you use my data?

- **When you create and log into your account and place orders**, we will collect your name, email address, phone number, address, company name and address (if applicable) and your payment details. We collect this in order to take steps to enter into a contract with you and allow you to purchase goods on our website.
- **To send you marketing information.** Where you have previously expressed an interest in our products (and not opted out of marketing), we will use your name and email address to send you updates because it is in our legitimate interests to promote our other products, we think you might be interested in.

Where you are a new customer and have opted in via our website to receive updates on our products through our newsletter including news, promotions, new products and sales, we will process your personal data to provide you these updates in line with the preferences you have provided and will only use your personal data in this way with your consent.

You can withdraw your consent to marketing at any time by contacting us at news@changeplease.org or, where relevant, by following the unsubscribe link in any marketing communication you receive from us.

- **When you provide us with a donation**, we may collect your contact details, financial details and donation history to meet our **legal obligations** to keep accurate financial records.
- **When using our community outreach programmes (such as dental services)** your data, including health information, may be collected and stored securely on our cloud-based healthcare system and retained for a period of 11 years. We may share this data with our referral partners where you are signposted to government or council-funded services (such as NHS dentists)

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or GP services) or to privately funded healthcare providers.

- **When you contact us** by phone, email, via our website, or via social media, we will usually collect your name, social media handle and contact details, because it's in our legitimate interest to make sure we can properly respond to your query.
- **When you apply to join our training programmes (e.g. our Barista Training Programme)** we may collect your name, contact details, recruitment information (e.g. right to work documentation and references), qualifications, background information, and medical history. We collect this information to perform our **contract** obligations or to take steps at your request, before entering into a contract. We may also process this personal data as it is in our legitimate interest in supporting the community.
- **When you use our website and consent to our use of cookies** we will collect information about how you use our website. We may use your personal data contained within this information to improve our website and to better understand how people use it. More details on the information we collect and how we do this is set out in our Cookie Policy below.
- **When you apply for a job or apply to volunteer** with us, we may collect your name, contact details, recruitment information (e.g. right to work documentation and references), test results, qualifications, accreditations, and any additional personal data we may receive from our recruitment partners.

We will use your personal data to assess your suitability for our available roles. We do this to perform our **contract** obligations or to take steps at your request, before entering into a contract. Where we process your right to work documentation, we will do so to comply with our **legal obligations**.

Where it is appropriate to collect such information due to the nature of the role you're applying for, we may collect information about your criminal record (including the details of any offences), your medical history or health data.

Where we are required to collect this information by law our lawful basis for this processing is Legal Obligation and our condition for processing special category data is Employment Law (the processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment law).

Where we collect this information because we have assessed we need to know this information for our own business case our lawful basis for this processing is Legitimate Interests and our condition for processing is preventing unlawful acts.

- **If our organisation undergoes a merger or restructuring**, we process your personal data for this purpose because we have a legitimate interest in ensuring the efficiency and continuity of our not-for-profit activities for the benefit of the community. If you object to our use of your personal data in this way, the successor organisation may not be able to continue providing

support or services to you.

Who do you share my data with?

- **Business partners, suppliers and subcontractors** for the performance of the contract we enter into with them or you.
- **Delivery providers and logistics companies** for the performance of the contract we enter into with you to deliver the products you order.
- **Volunteer staff** to ensure that we can continue with our projects and for the performance of the contract we enter into with them or you.
- **Partner organisations (e.g. Dentists, NHS funded services)** to help run our community outreach programmes.
- **Promotional events and marketing organisations.** We do not sell data for marketing purposes, but may share your data with an event organiser or collaboration brand, including where we run workshops with co-presenters and offer a promotion alongside a partner brand. We will always tell you before (usually on the event registration form) and you will be given the chance to opt-out before we do this.
- **Regulators/ Authorities/ Enforcement Agencies** if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect our, our customers' and others' rights. This includes exchanging your personal data with other companies and organisations for the purposes of fraud protection.
- **Prospective investors, partners or buyers of our organisation** under our legitimate interest to ensure our activities can be continued following a merger or restructuring.

Where do you store my data?

We store your data on third -party servers which are based both in the UK and outside of the UK. When working with third parties, we may need to transfer your personal data outside of the UK and / or EU.

Whenever we transfer your personal data outside the UK and the EU, we ensure it receives additional protection as required by law. To keep this notice as short and easy to understand as possible, we haven't set out the specific circumstances when each of these protection measures are used. You can contact us at peopleandculture@changeplease.org for more information about this.

How long do you keep my data for?

We will only retain your personal data for as long as we need it unless we are required to keep it for longer to comply with our legal, accounting or regulatory requirements.

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In some circumstances we may carefully anonymise your personal data so that it can no longer be associated with you, and we may use this anonymised information indefinitely without notifying you. We use this anonymised information to improve the way we work and our services.

What are my rights under data protection law?

You have various other rights under applicable data protection laws, including the right to:

- **access** your personal data (also known as a “subject access request”);
- **correct** incomplete or inaccurate data we hold about you;
- ask us to **erase** the personal data we hold about you;
- ask us to **restrict** our handling of your personal data;
- ask us to **transfer** your personal data to a third party;
- **object** to how we are using your personal data; and
- **withdraw** your consent to us handling your personal data.

You also have the right to lodge a complaint with us or the Information Commissioner's Office, the supervisory authority for data protection issues in England and Wales. If you are based in the EU you can find your relevant supervisory authority [here](#).

Please keep in mind that privacy law is complicated, and these rights will not always be available to you all of the time.

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Cookie Policy

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also helps us make improvements.

A cookie is a small file of letters and numbers that we store on your browser or your device's storage. We only use (and store) non-essential cookies if you provide your consent.

Cookie	Purpose	Duration	More Information
Shopify Analytics	Shopify analytics relating to marketing & referrals. Shopify analytics.	30 minutes 1 year	Shopify
Google Analytics	This helps us understand how you use the Website and helps us to improve your experience. These cookies may track how long you spend on the website and the pages you visit.	The retention period will be between 1 minute and 2 years depending on the type of cookie used.	Google Analytics
Google Ads	This enables us to display adverts that correspond to your interests.	The retention period will be between 2 weeks and 90 days depending on the type of cookie used.	Google Ads
ttcsid_D41PIBRC77U0L9QBJI4G	Session or transaction tracking (internal or app integration).	3 months	Functional
__kla_id	Klaviyo identifier to track visitors and link them to email marketing / analytics.	13 months	Marketing / Analytics
_shop_app_essential	Essential Shop App cookie enabling checkout and store functions.	12 months	Essential
_hjSessionUser_6529942	Hotjar user identifier for analytics (persisting across sessions).	12 months	Analytics

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_hjSession_6529942	Hotjar session cookie maintaining a unique session for analytics.	30 minutes	Analytics
__Secure-ENID	Google security / anti-fraud cookie (used with Google reCAPTCHA or Ads).	13 months	Essential / Security
XSRF-TOKEN	Security cookie to prevent cross-site request forgery.	1 day	Essential / Security
preorder_wolf_session	Maintains login or checkout session for preorder functionality.	1 day	Essential / Functional
_shopify_essential	Core Shopify cookie for secure checkout and cart functions.	12 months	Essential
keep_alive	Keeps user sessions active between page loads; expires when browser closes.	Session	Functional

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.