



# Get SAFE

Support After Financial Exploitation

## Get SAFE Privacy Policy

**Last updated: December 2025**

### Your privacy matters

Get SAFE exists to support people who have been harmed by financial exploitation. We understand that many people who contact us are under stress or distress.

We are committed to treating your personal information with **care, respect, and confidentiality**.

This policy explains:

- what information we collect
- why we collect it
- how we keep it safe
- your rights and choices

If anything here feels unclear, you can always ask us.

---

### Who we are

**Get SAFE (Support After Financial Exploitation)** is an independent, survivor-led support project.

Get SAFE is **fiscally hosted** by the **Academy of Life Planning Limited (AoLP)**, which provides financial oversight and data protection governance.

This means:

- AoLP is the legal data controller
- Get SAFE operates independently in how support is delivered
- your data is used only for Get SAFE purposes

## Contact:

 [hello@get-safe.org.uk](mailto:hello@get-safe.org.uk)  
 9 Franklin Way, Spilsby, Lincolnshire, PE23 5GG

---

## What information we collect

We only collect information that helps us support you.

This may include:

- your name and contact details
- information you choose to share about your situation
- messages or forms you submit
- basic website data (such as IP address or device type)

We do **not** collect more than we need.

We do **not** routinely collect sensitive information unless it is relevant and you choose to share it.

---

## Why we use your information

We use your information to:

- respond to your request for support
- understand what kind of help may be appropriate
- communicate with you safely and clearly
- improve how Get SAFE works

We **do not** sell your data.

We **do not** share it for marketing by others.

---

## Our legal basis for using your data

Under UK data protection law, we rely on:

- **your consent** (when you contact or register with us)
- **legitimate interest** (to provide support you've asked for)
- **legal obligations**, where they apply

You can withdraw consent at any time.

---

## Who we share information with

We keep your information confidential.

We may share limited information only when necessary, for example:

- with secure IT or CRM providers who help us operate safely
- if required by law

All partners are required to meet appropriate data protection standards.

We never share your information without a clear reason.

---

### **Where your data is stored**

Your data is stored securely, primarily in the UK.

Some systems may store data outside the UK or EEA.

When this happens, we use safeguards to protect your rights.

Access to your data is restricted to trained staff or volunteers who need it to support you.

---

### **How we keep your data safe**

We use technical and organisational measures to protect your information, including:

- secure systems and access controls
- encryption where appropriate
- staff training and confidentiality obligations

No system is 100% secure, but we take your privacy seriously and work to minimise risk.

---

### **How long we keep your data**

We keep your information **only as long as necessary** to:

- provide support
- meet legal or safeguarding requirements

Data is reviewed and securely deleted when no longer needed.

---

### **Your rights**

You have the right to:

- see the information we hold about you
- ask for corrections
- ask us to delete your data (where possible)
- withdraw consent

- raise concerns with the Information Commissioner's Office (ICO)

To exercise your rights, email: [hello@get-safe.org.uk](mailto:hello@get-safe.org.uk)

---

### **Vulnerable adults**

We recognise that many people who contact Get SAFE may be vulnerable.

We take extra care in how we:

- communicate
- store information
- make decisions about data use

---

### **Cookies and links**

Our website may use basic cookies to function properly.

We may link to other websites.

This policy applies only to Get SAFE — please check other sites' policies separately.

---

### **Changes to this policy**

We may update this policy from time to time.

Any significant changes will be made clear on our website.

---

### **A final reassurance**

You are not a case number.

You are a person.

Your information is handled with care, dignity, and respect.