

AlchemHer CIC – Privacy Policy

Last updated: 26/11/2025

AlchemHer CIC (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information with transparency, care and respect. This Privacy Policy explains how we collect, use, store and protect personal data when you:

- visit our website
- submit a referral form
- self-refer for support
- contact us by email or phone
- access our virtual services
- engage with us from within the UK or internationally
- sign up to updates or newsletters

We comply with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018, and relevant safeguarding and data protection laws. All international support is delivered virtually through GDPR-compliant platforms.

1. Who We Are

AlchemHer CIC

Company number: 16855423

Registered in England & Wales

Email: support@alchemher.com

We are a Community Interest Company providing trauma-informed virtual support to women rebuilding their lives after domestic abuse or harmful relationships. We support women in the UK and internationally using secure online methods. We are the Data Controller.

2. Personal Data We Collect

We may collect:

- Name, email, phone, preferred contact method
- Location (country/region)
- Support needs and referral information
- Sensitive information such as experiences of abuse, wellbeing, risk factors
- IP address, browser data, cookies, device info, anonymised analytics

3. Why We Collect Your Data

We collect data to:

- deliver safe support
- assess risk and safeguarding needs
- respond to enquiries
- manage virtual appointments
- personalise support
- maintain accurate records
- operate services internationally
- comply with legal obligations

We never sell your data.

4. Legal Basis for Processing

We process data under:

- Consent
- Legitimate Interests
- Vital Interests (safeguarding)
- Legal Obligations

5. International Clients & Data Transfers

We support women internationally using virtual platforms only. We do not transfer your data outside the UK unless required to deliver support. All transfers use GDPR-compliant systems.

6. Who We Share Your Data With

We keep information confidential unless:

- you or someone else is at risk
- a child is at risk
- legally required
- you give consent

Possible partners: safeguarding teams, police, local authorities, relevant agencies.

7. How We Store & Protect Your Data

We use:

- encrypted devices
- password protection
- secure email
- limited access
- secure international communication tools

8. Data Retention

- Enquiries: 12 months
- Support records: 7 years
- Safeguarding records: as required
- Mailing lists: until unsubscribed

9. Your Rights

You may:

- access, correct, delete data
- withdraw consent
- restrict processing
- object to processing

Email support@alchemher.com to exercise rights.

10. Cookies

Our website may use cookies for functionality, analytics and security.

11. Third-Party Providers

We use GDPR-compliant platform providers including hosting, email services, analytics, form tools.

12. Safeguarding & Confidentiality

We maintain confidentiality unless:

- risk of serious harm
- child risk
- legal obligation

13. Contact Us

Email: support@alchemher.com

You may also contact the ICO with concerns.