



MINISTRY OF STORIES

Website Privacy Notice

Updated Jan 2026

Privacy Notice

Ministry of Stories is a registered charity and we process, gather and store personal data to support the safe and effective delivery of our creative writing programmes to young people, to recruit and manage staff and volunteers and to raise money and public awareness of our work.

We are committed to keeping your personal data safe.

This website privacy notice describes our personal data handling practices, including:

- What personal data we're collecting
- Why and how we collect your personal data
- Who we may share it with
- How we look after your personal data
- Your privacy rights

Please read this Privacy Notice carefully.

If you have any questions regarding our use of your personal data, or this Privacy Notice, please email us at hello@ministryofstories.org

Who does this Privacy Notice apply to?

This Privacy Notice applies to any person that we process personal data about where the data has been collected by us:

- when you interact with us via ministryofstories.org, monstersupplies.org or our online portals, including our volunteer login portal (together, the “**Websites**”) and via our use of cookies and similar technology;
- when you take part as a volunteer to help with our programmes;
- when you enrol your child in one of our programmes and share your personal data with us;

- when you get in touch with us directly, for example to take part in a fundraising event, make a donation or communicate with us for another reason. This could also be through an organisation we work with who contacts you on our behalf;
- from third parties, such as references supplied by former employers, educational / training establishments, work experience providers or other appropriate referees and information from criminal records checks;
- when your information is passed on to us, with your permission, by an independent fundraising organisation; for example, if you raise money by running in the London Marathon or donate to us through the Just Giving website. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites;
- when you opt to receive communications from Ministry of Stories and/or Hoxton Street Monster Supplies;
- when you visit or interact with the Hoxton Street Monster Supplies, our trading subsidiary either through our Website, or the associated online shop platform, Shopify.

Ministry of Stories is considered a “controller”, and therefore falls under the obligations of the EU-UK Privacy Laws. These are the General Data Protection Regulation (EU) 2016/679 (the “EU GDPR”), the UK equivalent of the EU GDPR (the “UK GDPR”) and the Data Protection Act 2018. This Privacy Notice applies only if our collection and processing of your personal data under this Privacy Notice is subject to the EU-UK Privacy Laws.

What personal data we’re collecting

Depending on our relationship or interactions with you, we (or some of our school or referral partners) may collect some of the following personal data about you:

- **Your basic information:** name, prefix/title, gender, age and/or date of birth;
- **Contact information:** physical address, email address and/or telephone number;
- **CV information:** education history, details of your skills, work experience and for potential volunteers, motivations for volunteering;
- **Financial information:** UK taxpayer information (for gift aid), credit or debit card information, bank account number;
- **Special category information:** criminal history, equal opportunities monitoring information, which may include information about your ethnic origin, sexual orientation, health, and religion or belief as well as disability information in order to make reasonable adjustments during the recruitment process;

Note, we only process personal data of children under 16 with explicit consent and authorisation from parents and guardians.

You do not need to take any action as a result of this Privacy Notice, but you do have certain rights as described below in the section headed “Your rights”.

Why and how we collect your personal data

We rely on various legal bases under the EU-UK Privacy Laws to process your personal data, including for our legitimate interests, contractual necessity, consent and as required by law. We use the personal data we collect to operate our charity, perform our services with you and perform essential or legitimate business operations. We may also collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data) and will only do so in compliance with EU-UK Privacy Laws.

If we require your personal data due to a legal requirement or obligation or to perform a contract with you, we will make you aware of this at the time we collect your personal data, and the possible consequences of you failing to provide this personal data. Failure to provide this information may mean that we cannot provide our services to you. If you refuse to provide other types of personal data, you may not receive an optimised experience visiting our Website and/or we may be unable to properly communicate with you in response to any enquiry.

We may use your personal data for the following purposes:

Purpose	Legal Basis
Complying with our legal obligations, policies and procedures, including where we are required by law to retain information when a donation is submitted with a Gift Aid declaration, and where we record actions for a regulatory reason.	Legal requirement
Providing and personalising our services.	Legitimate interests in operating our charity and our Websites
Dealing with your enquiries and requests and responding to complaints.	Legal requirements; Legitimate interests in operating our charity and our Websites
Fundraising, including personalising and sharing information about the work of our charity, making financial requests and promoting our fundraising events, products and services.	Legitimate interests in operating our charity and our Websites
For administrative purposes, charity governance including reporting and compliance, providing information about our services and research, and contacting you via post.	Legal requirements; Legitimate interests in operating our charity and our Websites
Undertaking due diligence that protects the charity and/or supporter from risk or harm.	Legal requirement

Contacting you for marketing and communications purposes.	Consent; Legitimate interests in operating our charity and our Websites
Administering your employment or volunteering application	Contractual necessity; Legitimate interests in operating our charity and our Websites
Where Ministry of Stories processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.	Consent; Legitimate interests in operating our charity and our Websites
For some roles, the organisation is obliged to seek information about criminal convictions and offences.	Legitimate interests in operating our charity and our Websites

Where Ministry of Stories relies on legitimate interests as a legal basis for processing personal data, it has been considered whether or not those legitimate interests are overridden by the rights and freedoms of the data subject and has concluded that they are not.

We collect, process and store Disclosure and Barring System information of all volunteers and staff, to ensure the safety of the young and vulnerable people we work with. Information about how DBS process your data and the options available to you when submitting an application can be found at:

<https://www.gov.uk/government/publications/standard-and-enhanced-dbs-check-privacy-policy/standard-and-enhanced-dbs-check-privacy-policy>.

By agreeing to any Ministry of Stories services, you are confirming you have read and understood the DBS Standard/Enhanced Check Privacy Policy (at link above).

Whom we may share your personal data with

Your personal data may be shared with and processed by our affiliates and service providers as necessary to fulfil the purposes set out in this Privacy Notice. We use a number of service providers that provide a wide range of services including legal, accounting, financial professional advisors, IT and data security providers, website managers and other IT service providers. We make sure anyone who provides a service to or enters into an agreement with us meets our standards for data security. To the extent your personal data is transferred to countries outside of the UK or the European Economic Area, such transfers will only be made in accordance with the EU-UK Privacy Laws. For further information about the safeguards used, please contact hello@ministryofstories.org.

We reserve the right to disclose your personal data as required by law, or when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding,

court order, national security, for the purposes of public importance or any other legal or investigatory process involving us.

Should we be the subject of a takeover, divestment or merge we may disclose your personal data to the new owner of the relevant business and their advisors.

How we look after your personal data

We are committed to protecting the personal data you entrust to us. We adopt robust and appropriate data security technologies, measures and policies, so the information we have about you is protected to the extent possible from unauthorized access and disclosure, improper use and accidental loss.

In addition, we limit access to your personal data to employees and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality and required to keep your personal data secure.

Unfortunately, the transmission of information and data via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of any information or data transmitted to or through our Websites; any transmission of information or data by you to or through our Websites is at your sole risk.

How long will we keep your personal data?

We will keep your personal data only for as long as is reasonably necessary for the purposes set out in this Privacy Notice unless a longer retention period is required by law. We will not keep more personal data than we need for those purposes. For further information about how long we will keep your personal data, please contact hello@ministryofstories.org.

Updating your marketing preferences

We may send you direct marketing communications (e.g., marketing newsletters and updates) where we have obtained your prior consent to inform you of our services which might be of interest, or based on our legitimate business interests where we have an existing relationship with you. You have a choice about whether you want to receive information about Ministry of Stories' work and fundraising activities and may request that we stop sending you marketing communications.

We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted and we will never be in touch for marketing purposes via email or telephone unless you have given us your consent. You can change your marketing preferences (such as email or post at any time), by contacting hello@ministryofstories.org or calling 020 7729 4159.

We use the same database to store the opt-in data from Ministry of Stories and our Hoxton Street Monster Supplies mailing list - with contract details obtained via the Website or from the in-store mailing list. Supporters are contacted through e-newsletters that are created

and email lists maintained by Salesforce and Mailchimp. We store information for up to four years after a purchase from Hoxton Street Monster Supplies. Where consent is given to receive the e-newsletter, we store information until consent is withdrawn via the 'unsubscribe' process.

Your privacy rights

Under certain circumstances, you have the right to access the personal data we hold about you, and there are a number of ways you can control what personal data we store and process about you and the way in which it is stored.

To exercise these rights and controls, please contact our Deputy Director via email laura@ministryofstories.org or by telephone on 020 7729 4159, or in writing to: Laura Perkins, Ministry of Stories, 159 Hoxton Street, London, N1 6PJ

Access

You have the right to ask for a copy of the personal data that we hold and process about you free of charge, however we may charge a 'reasonable fee', if we think that your request is excessive, to help us cover the costs of locating the information you have requested.

Correction

You may notify us of changes to your personal data if the information we hold and process about you is inaccurate, or it needs to be updated.

Deletion

If you think that we shouldn't be holding or processing your personal data anymore, you may request that we delete it. Please note that this may not always be possible due to legal obligations.

Restrictions on use

You may request that we stop processing your personal data (other than storing it), if: (i) you contest the accuracy of it (until the accuracy is verified); (ii) you believe the processing is against the law; (iii) you believe that we no longer need your personal data for the purposes for which it was collected, but you still need your personal data to establish or defend a legal claim; or (iv) you object to the processing, and we are verifying whether our legitimate grounds to process your personal data, override your own rights.

Object

You have the right to object to processing, including: (i) for direct marketing; (ii) for research or statistical purposes; or (iii) where processing is based on legitimate interests.

Portability

If you wish to transfer the personal data that we hold and process about you on the legal ground of contractual necessity to another organisation (and certain conditions are

satisfied), you may ask us to do so, and we will send it directly in a format accessible to you if we have the technical means to do so.

Withdrawal of consent

If you previously gave us your consent (by a clear affirmative action) to allow us to process your personal data for a particular purpose not specified in this Privacy Notice, but you no longer wish to consent to us doing so, you can contact us to let us know that you withdraw that consent.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

How to complain about the way we handle your information

If you would like to make a complaint about how we have handled your information you can make that directly to us by writing to Comments, Suggestions or Complaints, Ministry of Stories, 159 Hoxton Street, London N1 6PJ or emailing: hello@ministryofstories.org. You can also make a complaint directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Notification of changes

We reserve the right to amend this Privacy Notice from time to time by updating this Privacy Notice. If we decide to change our Privacy Notice, we will post those changes so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any point we decide to collect personal data or use any collected personal data in a manner different from that stated at the time it was collected, we will notify applicable users. We will use information only in accordance with the Privacy Notice under which the personal information was collected.

Cookies and similar technologies

Information regarding how you access the Websites (e.g., browser type, access times, and Internet Protocol (IP) address) and your hardware and software is automatically collected through the use of cookies or other similar technologies or tools. This information is used to improve the Websites' performance and for our business purposes. Where cookies are not necessary for us to provide the products or services you have requested or for the functioning of the relevant Website, we will ask you to consent to their use.

You can find up to date details of what cookies our website uses [here](#).

Some internet browsers have incorporated "Do Not Track" features. Most of these features, when turned on, send a signal or preference (the "DNT Signal") to websites you visit instructing them not to place cookies on the device running that browser. Our Website accessible at www.ministryofstories.org is able to respond to such instructions.

For more information about how to do this, please visit your browser 'Help' section or visit www.allaboutcookies.org and www.youronlinechoices.eu. If you opt-out of certain cookies that may mean that you will not be able to access certain parts or features of our Websites.

Children's Data

Children's personal data triggers heightened obligations under EU-UK Privacy Laws, they explicitly state that children's personal data merits specific protection.

Children have the same rights as adults over their personal data. These include the right to:

- be provided with a transparent and clear privacy notice.
- to ask for a copy of personal data that we hold and process about them.
- have inaccurate personal data corrected and incomplete data completed.
- exercise the right to have personal data erased if they wish.

A child may exercise these rights on their own behalf as long as they are competent to do so. In England and Wales and Northern Ireland, competence is assessed depending upon the level of understanding of the child. Even if a child is too young to understand the implications of their rights, they are still their rights.

We only process personal data of children under 16 with explicit consent and authorisation from parents and guardians.

Our Websites are only intended for individuals who are at least 16 years of age. We do not knowingly encourage or solicit visitors to our Websites who are under the age of 16 or knowingly collect personal data from anyone under the age of 16 without parental consent.

See the [Get Safe Online](#) website for more information on using the internet safely.

WordPress

Our Website is built with WordPress and currently receives support from Fiasco Design who are contracted as a data processor for Ministry of Stories. The Website uses standard WordPress services to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site and how long they spend on a given page. We do this to monitor and report on the effectiveness of the site and help us improve it.

Further information about Fiasco Design's Privacy Policy can be found [here](#).

Contact Us

If you have any questions or requests regarding this Privacy Notice or the personal data that we hold about you, or need additional information, please contact: hello@ministryofstories.org

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