

Career Runway Privacy Notice

CulturaLinks Community CIC · Company No. 16268519

Who we are

CulturaLinks Community CIC (“CulturaLinks”, “we”, “us”) is the data controller for the information collected through Career Runway. We are a Community Interest Company registered in England and Wales, company number 16268519.

We are registered with the Information Commissioner's Office (ICO). Our registration reference is ZB962897. You can view our registration by searching this reference at ico.org.uk/register.

What this notice covers

This notice covers the information we collect through Career Runway: the referral and application form, your coaching sessions, our evaluation questions, and any support we provide after you start work. It sits alongside CulturaLinks' main website privacy notice, which covers our website generally.

Information we collect

Depending on how you come to Career Runway and how far you get through the programme, we may collect:

- Your name, phone number, email address, and preferred way to be contacted
- Which town or area you live in, and your postcode
- Your age (whether you are 18 or over)
- Whether you have the right to work in the UK
- Your employment situation, work history, qualifications, and the kind of work you are looking for
- Your level of English
- Barriers you tell us about, such as confidence, transport, childcare, or health
- Any accessibility needs or adjustments you ask for
- Anything urgent or safety-related you choose to tell us
- How you heard about Career Runway
- Evaluation information: your confidence levels, financial stability, sense of social connection, and understanding of UK workplaces, collected when you join, partway through, at the end, and again about three months after you start a job
- Information about your job search: applications sent, interviews attended, offers received, and whether you are still in a job
- Equality monitoring information, such as ethnicity or disability, which is entirely optional
- Photos, video, or quotes, but only if you have separately agreed to this

Some of this, particularly health information, disability, and information relating to immigration status, counts as “special category data” under data protection law, which has extra legal protection. We only collect it where you have chosen to tell us, and we treat it with particular care.

Why we collect it, and our legal basis

We rely on different legal grounds for different information:

- Consent — for taking part in the programme evaluation, for using your story or photos, and for optional equality monitoring information. You can withdraw this consent at any time, and withdrawing it does not affect your coaching.
- Legitimate interests — to assess your eligibility, contact you, and run the coaching and support you have asked for.
- Legal obligation — to keep the records our funders require us to keep.
- Explicit consent — specifically for any special category data, such as health information or disability, which you choose to share with us.

Why we ask evaluation questions

Career Runway Somerset Pilot is funded by Somerset Council through the Somerset Health Determinants Research Collaboration (HDRC) Community Grants Fund, as a research-funded pilot. Career Runway Bridgwater is supported by a Project Grant from Bridgwater Town Council.

Somerset Council is paying for us to find out what actually helps people into work, not just to deliver a service. That is why we ask questions at several points and follow up after you start a job. Taking part in the evaluation is part of joining the programme, but you can withdraw from the evaluation specifically, at any time, and keep all of your coaching.

Who we share your information with

We share information in these ways only:

- With Somerset Council and the HDRC, and with Bridgwater Town Council, as required by our grant agreements. This reporting uses numbers and anonymised summaries, not your name, except where you have separately agreed to a named case study or quote.
- With other Somerset organisations, in anonymised, aggregated form, so that what we learn can help improve support across the county.
- With a regulator, government body, or the police, only where the law requires it, or where we believe someone is at risk of serious harm.

We do not share your information with the Home Office, the Department for Work and Pensions, or your employer, without your permission, unless the law requires us to or someone's safety is at risk.

We do not sell your information, and we do not use it for marketing by anyone outside CulturaLinks.

How long we keep your information

We keep records relating to grant-funded activity, including information about you, for six years, because this is a requirement of our funding agreements with Somerset Council and Bridgwater Town Council. After that, information is securely deleted unless we are required to keep it for longer for a specific legal reason.

Your rights

Under UK data protection law, you have the right to:

- Ask what information we hold about you, and get a copy of it
- Ask us to correct information that is wrong or out of date
- Ask us to delete your information, in some circumstances
- Ask us to stop or limit certain uses of your information
- Object to certain uses of your information
- Withdraw your consent to the evaluation, or to the use of your story or photos, at any time
- Complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your information

To use any of these rights, contact us using the details below. If you complain to us first, we will try to sort it out. You can also complain directly to the ICO at ico.org.uk, or by phone on 0303 123 1113, at any time.

Keeping your information safe

Referral and evaluation information for Career Runway is held in CulturaLinks' Google Drive and Google Forms account. Access is restricted to Oksana Logvynenko, Director. We do not share access with anyone outside CulturaLinks.

Photos, videos, and your story

We will never use your name, photo, video, or personal story in anything we publish without asking you first, in writing, and separately from the general consent to join the programme. You can say yes to some uses and no to others, and you can change your mind at any time.

Children

Career Runway is for adults aged 18 and over and in some exceptional cases 16 and over as we aim to support NEET as well. We do not knowingly collect information from anyone under 18 through this programme. And we will require parents' permission for the NEET (person 16 and 17 years old) to participate in a program and agree to collect collect information, unless they are willing to remain anonymous.

Changes to this notice

We may update this notice from time to time. The current version is always available at www.culturalinks.co.uk. This is version 1, published August 2026.

How to complain

If you are unhappy with how we have handled your information, please tell Oksana Logvynenko directly, using the details below. If that does not resolve things, you can complain to the Information Commissioner's Office at ico.org.uk.

Contact us

CulturaLinks Community CIC

Oksana Logvynenko, Director

Email: hello@culturalinks.co.uk

Phone: 07785 742746