Mer-IT Digital Privacy Notice

Last updated: 6 November 2026

> **In short**
>
> - Mer-IT Digital CIC is responsible for the personal information described here.
> - We collect only what we need to arrange donations, run training, get laptops to families and report to funders.
> - We identify families by reference numbers only; funders see totals, never individuals.
> - We never sell personal information. We use advertising cookies only if you accept them.
> - We keep it only as long as we need it, then delete it.
> - You can ask to see, correct or delete your information at any time by contacting us on info@mer-it.org
>
> The full notice is below.

This notice explains what personal information Mer-IT Digital holds, why, and what you can do about it. We collect as little as we can and never sell personal information.

1. Who we are

Mer-IT Digital CIC is a community interest company limited by guarantee. We refurbish donated laptops, train students to repair them, and give them to families and community organisations through partner charities. We are the "data controller" for the information described here, which means we decide how it is used and are responsible for keeping it safe.

Company number	12744736
ICO registration number	ZB924109
Address	128 City Road, London EC1V 2NX
Contact for privacy questions	info@mer-it.org

2. What we hold and why

We hold different information for each group of people we work with. The "legal basis" is the reason the law allows us to use it.

Donors

- **What:** your organisation's details, and the names and work contact details of the people we deal with.
- **Why:** to arrange collections, send reconciliation, erasure and impact reports, and keep records of each donation. If you agree, we also send occasional news about our work; each email has an unsubscribe link.
- **Legal basis:** our legitimate interests in managing donations and reporting on them. For news emails, your consent, which you can withdraw at any time.
- **How long:** we keep contact details while we work together. One year after we send your final report, we email to ask whether we can keep them; if we hear nothing after three emails, two weeks apart, we delete them. If you donated as an individual, we delete your email address 3 months after we send your erasure certificate. Signed agreements are kept for 6 years after they end, the usual period for contract claims. Donation records and erasure certificates hold no personal details.

Data left on donated devices belongs to the donor. We only erase it, under the terms of our donation agreement, and never access or copy it.

Students and trainees

- **What:** name, contact details, age range, attendance, training hours, and employment or education status before and after training.
- **Why:** to run the training, support you, and report results to our funders. Funders receive totals only, unless you agree otherwise.
- **Legal basis:** our legitimate interests in running and funding the training. If you are under 18, we ask your parent or guardian for their consent before we collect your information. We do not collect health, disability or other vulnerability information at the moment.
- **How long:** if you agree, we keep your details for 5 years after you finish, so we can tell you about job opportunities. We remind you before that time ends, and you can withdraw at any time. If you do not agree, we keep only anonymous statistics from 12 months after you finish.

Families who receive a laptop

- **What:** families are registered by a partner charity. We hold a reference number (for example BN-0001), age range, home internet access, digital skills, area (ward or borough), the number of people and devices in the household, intended use, and which fund paid for the laptop. We do not hold families' names. Your full postcode is used once to check which funding applies and is never saved; we keep only the ward and borough. Optional questions about your circumstances are counted anonymously and are not linked to your reference number.
- **Why:** to match the right laptop to each household, follow up through short surveys at 3, 6 and 12 months (answering is always optional), and show funders the difference laptops make.
- **Legal basis:** our legitimate interests in delivering and funding the scheme. Optional answers are given only with your consent, and you can skip any question.
- **How long:** up to 14 months after you receive your laptop, which covers the follow-up surveys and the funding period. After that, we keep only anonymous totals. If a laptop is not collected or not allocated, we delete the record sooner.

Your referral organisation holds your name and contact details and does the follow-up. Funders never see information about individual families. When you collect your laptop, the collection point checks your ID but records nothing about it. Your referral organisation may also keep a signed copy of your collection voucher, under its own data protection policy. We only make a case study with your separate consent, and saying no makes no difference to the support you receive.

Partners and funders

- **What:** your organisation's details from our partner application form, including who your organisation supports; names and work contact details of the people we deal with, including your data incident contact; and agreements and reports.
- **Why:** to manage our partnerships, grants and reporting. We report to funders on the organisations we support, and only anonymous totals about families.
- **Legal basis:** our legitimate interests in running the scheme, and our agreements with you.
- **How long:** signed agreements and grant records for 6 years after they end, the usual period for contract claims. Contact details are checked every 3 years and deleted when no longer needed. Delivery and handover records at collection points are kept as long as the donor's contract requires; after the donor's report, names of individuals are removed.

Website visitors

- **What:** anything you send us through our website forms or by email. Our website host, Wix, also automatically records technical information such as your IP address, browser type and the pages you visit.
- **Why:** to reply to you, and to keep the website secure and working.
- **Legal basis:** our legitimate interests in answering enquiries and running a secure website.
- **How long:** enquiries for up to 12 months after our last contact, unless you become a donor, student or partner.

Cookies. Our website is currently built on Wix.

- **Essential cookies.** Our website platform (Wix) and our cookie consent tool (Usercentrics) use essential cookies and similar technologies to keep the site secure and working, and to remember your cookie choices. These cannot be switched off.
- **Optional cookies.** We only use other cookies if you accept them in our cookie banner. If you accept marketing cookies, we use the Meta Pixel to measure and improve our occasional Facebook and Instagram adverts. Meta receives information about your visit to our site.
- **Content from other providers.** Some parts of our site, such as fonts and the live e-waste counter from The World Counts, are loaded from other companies' servers. They receive your device's IP address but do not set cookies.
- **Changing your choice.** You can change your choice at any time by clicking the round fingerprint icon in the bottom-left corner of any page, or through your browser settings.

Wix's own privacy policy explains how it handles this information: wix.com/about/privacy.

Who handles your information. We use trusted service providers to run our website, email, file storage and our laptop system. They act only on our instructions and must keep your information secure. A list of these providers is available on request from info@mer-it.org.

3. Your rights

You can ask us to:

- show you the information we hold about you;
- correct anything that is wrong;
- delete your information, where we no longer need it;
- stop or limit how we use it, or object to it;

- give you a copy in a format you can pass to someone else.

If you gave consent for something, you can withdraw it at any time. To use any of these rights, email info@mer-it.org. We will reply within one month. If you are a family supported through a partner charity, you can also ask your partner to contact us for you.

Complaints. If you are unhappy with how we have used your information, please tell us first so we can put it right. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.