

PRIVACY POLICY: A R PROJECTS CIC

Last Updated: January 2026

1. INTRODUCTION

A R PROJECTS CIC (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website (arprojects.org), attend our soup kitchens, or request food aid.

2. INFORMATION WE COLLECT

We collect personal information that you voluntarily provide to us when registering for services or filling out forms. This includes:

- **Personal Identifiers:** Name, home address, and email address.
- **Contact Information:** **Telephone numbers** used for service coordination and SMS updates.
- **Eligibility Data:** Proof of vulnerability, employment status, and benefit information.
- **Health Data:** Dietary restrictions and food allergies.

3. HOW WE USE YOUR INFORMATION

We use the information we collect to:

- Facilitate and manage emergency food parcel requests.
- Coordinate collection times at our Hub (Tuesdays/Thursdays).
- Provide information regarding our weekly soup kitchens in Croydon.
- **Communicate via SMS:** We use your phone number to send transactional text messages, such as appointment reminders and status updates regarding your food parcel request.

4. SMS AND MOBILE PRIVACY (CARRIER COMPLIANCE)

A R PROJECTS CIC values your mobile privacy. Personal information and SMS opt-in consent will not be shared with, sold, or rented to any third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties for any reason. You may opt-out of receiving text messages at any time by replying "STOP" to any message.

5. DATA STORAGE AND SECURITY

We implement a variety of security measures to maintain the safety of your personal information. Your data is stored on secure servers and access is restricted to authorized personnel only. While we strive to protect your personal data, no method of transmission over the Internet is 100% secure.

6. COOKIES AND TRACKING

We use tools like Google Analytics to gauge interest in our events and projects. This data helps us determine the long-term viability of our programs and informs future funding decisions.

7. THIRD-PARTY DISCLOSURE

We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties, except as required by law or to provide the specific service you requested (e.g., coordinating a referral). **As stated in Section 4, this specifically excludes SMS opt-in data.**

8. YOUR RIGHTS AND OPT-OUT

- **View/Update:** You may request a copy of the data we hold about you by emailing info@arprojects.org.
- **SMS Opt-Out:** You can cancel the SMS service at any time. Just text "STOP" to the number sending the messages. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed.
- **Email Opt-Out:** You can unsubscribe from emails by clicking the "unsubscribe" link at the bottom of our correspondence.

9. CHANGES TO THIS POLICY

We reserve the right to modify this privacy policy at any time. Changes will take effect immediately upon their posting on the website.

10. CONTACT US

If you have questions regarding this policy, please contact us at: **Email:** Admin@arprojects.org