

Privacy Notice

New Citizen Project, Updated August 2026

Introduction

New Citizen Project is committed to keeping your information secure and managing it in accordance with our legal responsibilities under privacy and data protection laws.

This privacy notice explains how we use any personal information we hold about you and your rights in this regard.

About us

New Citizen Project is the trading name of Orbell & Company Limited, a private limited company registered in England and Wales, with Registered Company Number 06496027 and Correspondence address Better Space 127 Farringdon Road, London EC1R 3DA.

About you

You are a person or who has done one or more of the following:

- used our website, which is currently at www.newcitizenproject.com
- subscribed to our mailing list.
- completed an online or paper feedback form.
- contacted us via email, via the contact form on our website or otherwise.
- interacted with us on social media, either directly or indirectly.
- contracted our services as a consultancy.
- attended one of our events.
- responded to an open call out for participants in one of our processes.

This privacy policy doesn't cover personal data we may hold about you as a result of you being an employee, trustee, supplier or freelance/sole trader with whom we work or we are discussing working with.

The information we may hold about you

Information we hold about you might include:

- information you provide us in an online or paper form (for example, your name and contact details, postcode, age, feedback about our work).
- details of tickets you have requested from us and/or your attendance at our events.
- communications with us (for example, using the contact form on our website, by email, or notes of phone calls).
- information about your purchases, event attendance and interactions with our communications – including the information available through the services we use to do this, currently [Mailchimp](#), [TicketTailor](#), [Wix](#) and [PayPal](#).
- information you send to us by email, via the contact form on our website or otherwise (eg your CV, information about your work).
- information you provide via a registration form for any of our events, workshops or other participatory activities, e.g. name, contact details, sex, disability or ethnicity information (asked for on a voluntary basis)
- your publicly available social media activity or analytics on you provided by social media platforms e.g. X handle, posts and location.

How we use information about you

We collect and hold information about you so we can:

- personalise your experience of our website and/or communications you receive from us.
- record who has worked with us, so that we can tell them about future events or projects which may be relevant to them.
- record who has applied to join one of our participatory processes to ensure we are as inclusive as possible and reach specific people.
- manage our organisation effectively and continually improve what we do.
- develop our relationship with you as someone who may want to collaborate or work with us.
- inform future programming of events, workshops and other activities run by the company.
- encourage bookings for our events according to what marketing communications you have agreed to.
- to communicate with you about ourselves, our work, future work, other things that we think you might find interesting, and opportunities to support us (with your consent).

Although sometimes we will tell you about work from others, we won't pass information we hold about you to them – unless you explicitly give us your permission.

Any feedback you give us we may use in public communications. But we won't do so in such a way that people would know it was from you – unless we get your permission.

We may share information about you with other organisations who help us deliver services to you but this will always be under the same conditions as we are bound by under this privacy policy.

We may share information about you with law enforcement agencies or other organisations or individuals if we are obliged to by law.

Use of anonymised data

We will not share anything which identifies you personally.

We use a third party provider, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns, for example, what you look at or access, traffic data, location data, weblogs and other communication data, information about your computer, including – where your browser provides this – your IP address, operating system and browser type. This information is anonymised, and we will make no attempt to find out the identities of those visiting our website.

We use a third party provider, Wix, to deliver our e-newsletters. Through Wix we gather statistics around email opening and clicks which are not personally identifiable.

Marketing

We would like to communicate with you about ourselves, our work, future projects, other stuff that we think you might find interesting and opportunities to support our work or join one of our projects.

We will only do this if you explicitly give us permission to do this. For example, we won't add you to our mailing list if you contact us through the contact form but do not agree to be added.

You have the right to opt out at any time from us contacting you for marketing purposes. If you no longer want to be contacted for marketing purposes send us an email hello@newcitizenproject.com or click 'unsubscribe' within the email we have sent you.

Storage and retention

We will only store your information in services within the EEA, or in services signed up to the EU-US Privacy Shield.

We will keep your information for as long as is required for us to provide you with the service you have requested from us. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

What are your rights?

Right of access

You have the right to view your Personal Data at any time as well as the right to be informed of the use that we make of your Personal Data. You may also request a copy of the Personal Data that is being processed.

Right to rectification

You have the right to rectify inaccurate Personal Data that concerns you.

Right to erasure

You have the right to ask us to delete your Personal Data. It is however possible that some Personal Data will still need to be processed. When we delete your Personal Data, a limited amount of Personal Data may still need to be retained to ensure we can fulfill our obligations under the GDPR.

You acknowledge that a request to delete your Personal Data means that certain services may no longer be delivered.

Right to object

You have the right to object to the processing of your Personal Data for serious and legitimate reasons. In addition, you always have the right to object to the use of your Personal Data for direct marketing purposes.

Right to restrict the processing of your data

You can exercise your right to restrict the processing of your data, if you believe that we are processing your Personal Data unlawfully. You can also request us to restrict the processing if you believe we are processing inaccurate Personal Data about you, for the period needed to verify the accuracy of your Personal Data. The same applies when you exercise your right to object to the processing of your Personal Data. In this case you can restrict the processing for the time needed to verify our legitimate grounds to process your data.

Right to data portability

You have the right to obtain the Personal Data you have provided to us in a structured, typical and machine-readable form and/or have such Data transferred to different controllers.

Right to withdraw consent

Insofar as the processing is based on your prior consent, you have the right to withdraw your approval.

Automated decision-making and profiling

The processing of your Personal Data does not include profiling and shall also not be subjected by us to automated decision-making (where a decision is taken about them using an electronic system without human involvement).

Right to lodge a complaint

You have a right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how your personal information has been handled by us. They can be contacted at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

If you would like a copy of some or all of the information we hold about you – or otherwise want to contact us, please email data@newcitizenproject.com or write to us at the address above. We want to make sure that the information we hold about you is accurate and up to date.

Cookies

Cookies are text files placed on your computer by a website to collect standard internet log information and information about the behaviour of visitors that visit a website.

For further information on cookies, visit www.aboutcookies.org or www.allaboutcookies.org.

We will use the information we collect as a result of you accepting a cookie from our site to track your use of the website and to compile reports on the use of the website by all visitors.

You can set up your browser not to accept cookies, and the websites above tell you how to remove cookies from your browser. In a few cases, some features of our website may not function fully as a result.

Other websites

From time to time, in our email communications, blogs and newsletters, we share links to other websites. If you follow links to other websites, you should read their privacy policies to see how they use information about you.

Changes

We keep our privacy policy under regular review and will place any updates on this website. This privacy policy was last updated in September 2024.

Things that could change in the future without us coming back to you to get your agreement or permission again:

- we could move our website to a different address.
- we could change the services we use to sell tickets or do mailings.

Contact

This privacy policy was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of New Citizen Project's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you have any questions about this Policy or feedback on this Policy, or would like to exercise your rights with respect to your personal information, please contact us via data@newcitizenproject.com or write to New Citizen Project, % Better Space, 127 Farringdon Road, London EC1R 3DA.