The Muslim Lived Experience Network (Community Interest Company)

Privacy Notice

January 2026

The Muslim Lived Experience Network customer privacy notice

This privacy notice tells you how we handle your personal information. It includes:

- Contact details for MLXN
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Email: info@mlxn.org.uk

What information we collect, use, and why

Mailing List & Membership Registration

When individuals complete our registration form (hosted on forms.app), we collect:

- Full name
- Email address
- Phone number

Surveys and Feedback Forms

For surveys and consultations, we may collect:

- Age
- Lived experience (e.g., experiences related to mental health or wellbeing)
- Project-specific feedback (e.g., views on mental health resources)

Email Correspondence

When individuals contact us directly by email, they may share:

- Name
- Age
- Personal information (including details related to mental health)

1:1 Peer Support

- Name
- Contact information for yourself including telephone and email.
- Date of birth
- Gender
- Religion
- Ethnic Identity

- Address
- Nominated emergency contact and telephone.
- Information on personal circumstances that led you to seeking a referral.
- Session logs by the appointed volunteer practitioner.

Event Registrations

When you register for MLXN events via Eventbrite, we collect:

- Name
- Email address

Payment information is handled directly by Eventbrite. MLXN does not receive or store your card or financial details.

Donations/ Fundraising

Payment information is handled directly by Eventbrite. MLXN does not receive or store your card or financial details.

How We Use Your Personal Data

We only use personal data for purposes that are necessary, proportionate and connected to our work. These include:

Membership Communication

- Sending monthly newsletters via email
- Adding individuals to our WhatsApp broadcast list to share network events, updates and opportunities

Research & Project Development

- Gathering insight to improve our services and develop community-led resources
- Analysing themes and anonymised feedback

- Ensuring that content reflects lived experience from diverse Muslim communities

Responding to Queries

- Replying to emails or support requests
- Providing signposting to services where appropriate

Safeguarding

- Recording and reporting safeguarding concerns if required
- Ensuring the safety of individuals and compliance with safeguarding duties

Event Management

- Processing registrations and communicating with participants
- Providing event updates and follow-up information

Peer support service

- Processing referrals.
- Service delivery.
- Service analytics.

We do not use personal data for automated decision-making or profiling.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.

Your right to erasure - You have the right to ask us to delete your personal information. Read more about the right to erasure.

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.

Your right to object to processing - You have the right to object to the processing of your personal data. Read more about the right to object to processing.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Under UK GDPR, our lawful bases include:

Purpose	Lawful Basis
Newsletters, updates, WhatsApp list	Consent; legitimate interests
Surveys and project feedback	Consent
Email enquiries	Legitimate interests; consent
Safeguarding	Legal obligation / Vital interests
Event registrations	Contract (providing the event you have booked)
Volunteer coordination	Legitimate interests
Fundraising	Consent
Peer support referral	**Article 6:** Consent **Article 9:** Explicit consent

Where we get personal information from

- Directly from you

Who we share information with

Others we share personal information with

- Charities and voluntary organisations (if necessary when running external events)
- Organisations we need to share information with for safeguarding reasons

Who Has Access to Your Data

Access is strictly limited to individuals who need it for their role within MLXN:

- Directors
- Relevant project leads
- Designated safeguarding leads
- Peer support practitioner (if participating in the peer support service)

We do not sell, share or transfer personal information to third parties for marketing or commercial purposes.

Eventbrite and forms.app act as processors and provide the platforms for data collection. They operate under their own privacy policies and GDPR compliance.

How We Store and Protect Your Data

We take data security seriously.

- Membership data is stored within forms.app's secure platform
- Anonymised survey data is collected and stored using Google Forms and is only accessible to authorised project leads and directors.
- Emails are kept in secure MLXN email accounts hosted by Namecheap.
- Digital safeguarding records are stored in Airtable's secure CRM system and access-restricted.
- Peer support data is kept in Airtable.

We keep data only for as long as necessary for the purpose for which it was collected.

Some of our service providers store data outside the UK. Where this happens, we ensure appropriate safeguards are in place, such as standard contractual clauses.

Data Retention

We retain personal data based on the following principles:

Data Type	Retention Period
Membership data	Until membership is withdrawn or you unsubscribe
Survey responses	Until project completion + up to 2 years
General enquiries	12-24 months unless there is a safeguarding concern
Peer-support records	3–6 years after last contact (or longer if legally required).
Safeguarding records	As required by safeguarding law (typically 7-25 years depending on case type and age.)
Event registrations	12-24 months unless there is a safeguarding concern Retained in Eventbrite for administrative purposes
Service delivery record	3–6 years after last contact (or longer if legally required).
Financial records	6 years

Children's Data

We do not knowingly collect or process personal data of individuals under 16 without parental consent.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

First written: January 2026

Last updated: June 2026

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