



Between the hours of Midnight and 2.30am on the 16th February 2022, Newlife's charity website was victim to a security hack. We believe the purpose of the hack was to de-face and re-direct web traffic to sell products illegally.

We respect the privacy of your personal information, which is why we are writing to advise you that personal and some special category data from applications to our Child and Family Services, some professional contact details and some employment applications were also on this site.

No financial data was part of this dataset, however there is a possibility that your personal data could have been compromised. Information on the Child and Family applications include contact details (name, address, email) relevant health information as stated on the application forms and the name and work contact details for supporting professionals.

We have no evidence to prove that your information has been breached, however we would recommend that you be aware of the risk of an individual calling or emailing you, impersonating Newlife. Please remember we will never force you to donate or leave your financial details on a call or email. Anybody who does this could be an impersonator. If you are uncertain or have any concerns about an email or a caller, please check with us first. If you are on a call with a member of our team, they will be happy for you to end the call and for you to call us on our charity number 0800 9020095 so that you are confident you are speaking with us.

Some families with a current application do donate or contribute towards their equipment, this is often pre-agreed or has been discussed with families when they make their application with us and is never forced, so again please be mindful of the message above.

We have taken immediate action, secured the website which is now working normally and all the data from the website has been removed. We have also notified and will work with the Information Commissioners Office (ICO) and the Charity Commission.

We take the protection of your personal information very seriously. Please accept our deepest apologies for any worry and inconvenience that this has caused.

If you have any questions or concerns, please contact us on dataprotectionteam@newlifecharity.co.uk. We will endeavour to respond to your questions as quickly as possible but please do bear with us.