



Use of Private Information (GDPR) Policy

February 2023

Summary:

We respect the **General Data Protection Regulations (Data Protection Act 2018)** and this policy explains how we collect and treat any information you give us. You won't find any complicated legal terms or long passages of unreadable text.

Our policy covers

1. Why we value your privacy
2. How we collect information
3. What information we hold
4. Where we store your information
5. What we use your information for
6. Who's responsible for your information
7. Who has access to information about you
8. The steps we take to keep your information private
9. How to complain
10. Policy Review

1. Why do we value your privacy?

We value your privacy as much as we do our own, so we're committed to keeping your personal and business information safe. We ask for only the bare minimum from our users and partners. We'll never use your personal information for any reason other than why you gave it, and we'll never give anyone access to it unless we're forced to by law.

2. How do we collect information?

We ask for contact information including your name, email address, and phone number, on our website so that we can reply to your enquiry. Our website doesn't use cookies or scripts that were designed to track the websites you visit. We don't use analytics or native social media 'like' or 'sharing' buttons which also build profiles of your internet activity. We collect your email address when you sign up for our supporters' newsletters. We ask for your account and contact information when you hire the centre. Occasionally, we might receive your contact information from one of our partners. If we do, we protect it in exactly the same way as if you give it to us directly.

3. What information do we hold?

- When you contact us by email or through our website, we collect your name, email address, phone number, a social media username, and the company you work for, if you've given us that.
- If you sign up for a newsletter, we only collect your email address.
- When you hire the centre, we collect your name, email address, phone number, and home address.
- If you do business with us, we also collect your business name and bank details and keep records of the invoices we send you and the payments you make.
- All purchases are processed by the Treasurer elected by the trustees, our accountancy platform and we never have access to your credit card information.

4. Where do we store your information?

When you contact us by email or through our website, we store your information in Apple address book secured by password, our Customer Relationship Management (CRM) software. If you sign up for a supporters' newsletter, we store your email address in Apple address book secured by password, which is the marketing platform we prefer. When you hire the premises, your information is stored in accountancy platform (QuickBooks), and if we do business, we store your information in our account's software, QuickBooks. We chose these systems partly for their commitment to security. Paper records are kept securely double locked in the office only accessible to authorised personnel.

5. What do we use your information for?

We occasionally use your contact information to send you news of the Hub. When we do, you have the option to unsubscribe from these communications and we won't send them to you again. We might also email or phone you about specific matters relating to your partnership with the trust, but if you tell us not to, we won't get in touch again. We will use your information to send you invoices, statements, or reminders.

6. Who's responsible for your information at our company

The Trust Administrator Jonathan Dovey is responsible for the security of your information. You can contact him by email at thehubathenley@gmail.com or by phone on 01564 794042 if you have any concerns about the information we store. In his absence, the Chairman of the Trust Peter Crathorne can be contacted on chairhcc@gmail.com

7. Who has access to information about you?

When we store information in our own systems, only the people who need it have access. Our management team have access to everything you've provided, but trained individual employees or volunteers have access to only what they need to do their job. This is supervised by the Trust Administrator.

8. The steps we take to keep your information private

Where we store your information in third-party services, we restrict access only to people who need it. We store passwords in Apple Keystring or Microsoft Security Programme, an encrypted password manager, use a different, randomly generated password for each service, and never use the same password twice.

The computers we use are all encrypted using Apple or Microsoft systems and are protected by a passcode or fingerprint access. These computers and mobile devices ask for authentication whenever they're started or after 5 minutes of inactivity. Any paper records are kept securely locked in the office only accessible to authorised personnel.

9. How to complain

We take complaints very seriously. If you've any reason to complain about the ways we handle your privacy, please contact the Trust Administrator by email at thehubathenley@gmail.com or by phone on 01564 794042. Write a letter to The Hub Office, 8, Arden Road, Henley in Arden B95 5LF. Request a copy of the complaints procedure.

10. Policy Review Due: February 2025

If we change the contents of this policy, those changes will become effective the moment we publish them on our website.