



Hand to Hold

Supporting Russian-Speaking Families with
Children with SEND in the UK

Privacy Notice

Last Reviewed: 13 January 2021

Privacy Notice

We are committed to protecting and respecting your privacy. Should we ask you to provide information by which you can be identified you can be assured that it will only be used in accordance with this privacy statement.

This Notice explains when and why we collect personal information people give us when using www.handtohold.org.uk website, [Facebook](#) page, [Instagram](#), [YouTube](#) Channel, [Eventbrite](#) account, Google forms, sending us correspondence, making a donation or attending one of our events. It also sets out how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Notice from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Notice.

Any questions regarding this Notice and our privacy practices can be sent by email to info@handtohold.org.uk

How do we collect information from you?

We may obtain information from you via www.handtohold.org.uk website, [Facebook](#) page, [Instagram](#), [YouTube](#) Channel, [Eventbrite](#) account, Google forms, sending us correspondence, making a donation or attending one of our events or when you have made a donation either directly to us or via one of our third party fundraisers.

What information do we collect?

The personal information we collect might include your name, address, email address, telephone number, PayPal account and bank details if you are signing up to be a donor or make a purchase. If you make a donation online via one of our third party fundraising partners your information is not held by us and will only be shared with us if you give your consent in line with their policies.

If you provide us with personal information about members of your family and/or dependents or beneficiaries, it is your responsibility to inform them of their rights with respect to such information. You also are responsible for obtaining the explicit consent of these individuals (unless you can provide such consent on their behalf) to the processing (including transfer) of that personal information for the purposes set out in this Notice.

How is your information used?

We may use your information to:

- process a one-off or regular donation that you have made;
- process orders, applications and queries that you have submitted;
- carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide, including surveys;
- notify you of changes to our work, policies or procedures;

- send you communications which you have requested and that may be of interest to you. These may include information about our work, campaigns, appeals and other projects, events or fundraising activities;
- process a volunteer or job application.

Who has access to your information?

Your personal information will be disclosed within the organisation only to those individuals who need access to your personal information to perform their duties or where required or permitted by applicable law.

We will not disclose your data to any other third parties unless required to in order to process a donation or purchase or by law or a court order. We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

We will at all times control and be responsible for the use of your data.

Will your data be transferred internationally?

To the extent that we transfer your personal information to recipients in countries that do not have an adequate level of data protection, we will implement appropriate safeguards in compliance with applicable law to protect your personal information, including appropriate technical and organizational security measures and through the execution of appropriate contractual measures to secure such a transfer.

How will we store and protect your data?

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect both online and offline.

These include IT security packages, password protection, secure filing systems and regular reviews of our policies and procedures.

Non-sensitive details (your email address etc.) may be transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems as explained above.

How long will we hold your data?

We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us, or for a maximum period of 7 years, after which time we will anonymise or destroy it so that your personal details are erased from our records.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for disabled children and their families or our exciting events and fundraising campaigns, then you can choose to restrict the collection or use of your personal information in the following ways:

- By not opting-in to receive direct marketing from Hand to Hold whilst completing our donation or events forms (online or offline)
- If you have previously agreed to Hand to Hold using your personal information for direct marketing purposes, you may change your mind at any time by unsubscribing from our e-mailing lists or by contacting us at info@handtohold.org.uk
- By evoking “the right to be forgotten” whereby you may request that we remove all personal details so that you can no longer be identified on our systems.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: info@handtohold.org.uk

How you can access and update your information

The accuracy of your information is important to us. In order to review or update the information that we hold about you please contact us at: info@handtohold.org.uk

You have the right to ask for a copy of the information Hand to Hold hold about you. We will process and respond to requests as soon as possible and at the latest within one month. There will be no charge for requests unless deemed to be unfounded or excessive in which case reasonable administration charges may be applied.

Use of 'cookies'

Like many other websites, Hand to Hold website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to our visitor's needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites run by other organisations. This Notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Consent

By using www.handtohold.org.uk website, [Facebook](#) page, [Instagram](#), [YouTube](#) Channel, [Eventbrite](#) account, Google Forms, sending us correspondence, making a donation or attending one of our events signing up to our e-mailing list or requesting contact via post or telephone you consent to our use of your personal data in the manner set out in this privacy statement.

If you have any questions, comments or suggestions about the way in which we may use personal data, please contact us at info@handtohold.org.uk

Right to raise concerns

You have the right to raise concerns to with us or to the applicable supervisory authority about our processing of your personal information. If you wish to raise concerns with us, please contact info@handtohold.org.uk.

The applicable supervisory authority of Hand to Hold is the UK's Information Commissioner's Office.

Review history

| # | Version | Status | Reviewer | Date |
|---|---------|---------|------------|------------|
| 1 | 0.1 | Created | AC, RK, ML | 13.01.2021 |