



# Hands Inc Privacy and Data Protection

Hands Inc (“We” or “Our”) promises to respect any personal data you share with us, or that we get from other organisations, and keep it safe.

We aim to be clear when we collect your data and not do anything with it you wouldn’t reasonably expect.

We have tried to write this policy in clear and simple language to make it more understandable to our clients and supporters and to ensure that it meets the requirements for GDPR compliance.

## HOW TO CONTACT US:

You can contact us at any time to:

- Request access to information that Hands Inc holds on you.
- Correct any information that Hands Inc holds on you.
- Delete any information Hands Inc holds on you.
- Restrict further processing of any information Hands Inc holds on you.

For the above, or if you have questions about Hands Inc’s collection and storage of data, please contact us at:

Hands Inc, The Old Fire Station, 61 Leswin Road, Stoke Newington, London. N16 7NX. Tel: +44 203 051 8626. [privacy@handsinc.co.uk](mailto:privacy@handsinc.co.uk)

## OUR COMMITMENTS

Hands Inc follows the following principles in order to protect your privacy:

- we do not collect more information than is necessary;
- we do not use your data for purposes other than those specified;
- we do not keep your data if it is no longer needed;
- we do not share your data with third parties, unless where we have a statutory or contractual requirement to do so.

## WHERE WE COLLECT INFORMATION ABOUT YOU FROM

We collect information in the following ways:

### When you give it to us directly

You may give us your information in order to access our services or projects, sign up for one of our events, sign up to receive our newsletters, tell us your story, make a donation, or communicate with us.

### **When you give it to us indirectly**

Your information may be shared with us by other organisations that we work with, for example your GP forwarding a referral to access our services, or through Eventbrite when you sign up to book an event. You should always make sure that you have consented to your information being shared for these purposes.

### **When we collect it as you use our website**

You can visit our websites without giving away your personal information.

### **Social Media**

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts or services.

## **WHAT PERSONAL DATA WE COLLECT AND HOW WE USE IT**

The type and quantity of information we collect and how we use it depends on why you are providing it.

### **Service Users**

#### **If you want to access our events, projects and services we will usually collect:**

- Your name
- Your personal contact details, including address, phone number, and email
- Your demographic information, including your age, gender and ethnicity
- Details about why you contacted us e.g. your support needs, to join a project, sign up for an event etc.
- For projects, services and events, we may ask for specific information pertaining to the event or project subject itself. This is to deliver a more tailored session.
- For projects, services and events, we may ask for feedback using questionnaires. This is to assess our impact and ensure we are meeting your needs.

#### **Where it is appropriate, or a requirement of our funding, we may also ask for:**

- Your occupation/work status
- your education/qualifications held
- Information about any specific accessibility requirements (in order to deliver accessible services).
- Information about any specific dietary requirements (in order to accommodate your dietary needs where we offer catering for events and meetings).
- Information about your health and well-being (to tailor our services & activities to better meet your needs).

**Case Studies:** To monitor our services and better gauge our impact.

If you have accessed our services in the past we may create an anonymous case study, where your name and contact details will not be included.

Should we want to use any identifying details for a case study we will contact you to ask if you would be willing to participate in a case study review. If you accept, we will ask for information about the support you received from Hands Inc. You have control of this information and decide how Hands Inc can use it. We will provide you with a consent form specifying varying levels of consent to use this information. You will always be sent a copy of the edited interview write up so you can approve this before signing off your consent.

**We will mainly use your data to:**

- Provide you with the services, or information you asked for.
- Keep a record of your relationship with us.
- Ensure we know how you prefer to be contacted.
- Understand how we can improve our services, events, projects or information.
- To report against projected outputs & outcomes to funders (where we are required to provide monitoring information to funders, we will always use anonymous data so that your personal details are not shared with third parties, unless we have a legal/contractual duty to do so).

**Profiling**

**Profiling to Access Services**

In some cases, we may ask for certain information about you in order to determine your eligibility to access our projects and services. This may be because a funder has imposed restrictions on who we can provide services to.

**Direct Marketing**

Our marketing communications include information about our work, events, campaigns, and resources from other organisations and individuals – for example – blogs on the Menopause. We will not email you any information if you have opted out. If you do not want to receive such communications and would like to opt out please contact us on 0203 051 8626 or [privacy@handsinc.co.uk](mailto:privacy@handsinc.co.uk)

Hands Inc may use MailChimp to send marketing communications and maintain records on your marketing preferences. Mailchimp has verified it is a compliant data processor under GDPR and has the relevant safeguards in place to keep your data safe.

**With your consent, we will contact you:**

- When you sign up to receive our updates or newsletters.
- When you sign up to receive targeted communications containing info that may be of interest or importance to you e.g. new health and wellbeing services and projects.

**For marketing communications we will usually only ask for:**

- Name (individual or organisation)
- Email (personal or organisation)
- Marketing preferences.

Occasionally, we may include in our communications information from our funders, partner organisations or other organisations who want to share news and information relating to health and wellbeing.

If you don't want to hear from us, that's fine. Just let us know on 0203 051 8626. email: [privacy@handsinc.co.uk](mailto:privacy@handsinc.co.uk)

We do not sell or share personal details to third parties for the purposes of marketing, but, if we run an event in partnership with another named organisation your details may need to be shared.

## **Recruitment & Volunteering**

### **Applicants**

If you apply for a job or volunteering position with Hands Inc, we will collect, process and store the information you have sent us for recruitment/volunteer-related purposes. We will only ask for sufficient information so as to contact you and assess your application against the job specification.

### **Suppliers**

If you are a supplier or potential supplier we will only ask for information pertaining to the services which we would like you to provide for us.

## **Data Collected from our Website**

### **When you visit the website**

Hands Inc uses Google Analytics and Cookies in order to improve our service, user experience and analyse how the website is used. Aside from the approximate location (IP address), the information collected by Google Analytics is mostly anonymous traffic, including browser information, device information and language.

The collected information is used to provide an overview of how people are accessing and using the Hands Inc and Reclaim the Menopause websites. It is not used for any additional purpose, such as to profile those who access our website.

In addition, the type of device you're using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

We do not collect additional information, such as your age, gender, interests, bank details or clickstream.

## **Social Media Plugin**

Being on our websites does not automatically result in sharing data on social media networks. The social media plugins remain inactive (idle) until clicked upon. Once clicked upon, you will be taken to the said social media networks with their own specific privacy policies you are recommended to consult.

## **Data Collected from Eventbrite**

### **Eventbrite**

Hands Inc uses Eventbrite for event management. Hands Inc may also collect data about you when you register for an event.

## **HOW WE KEEP YOUR DATA SAFE AND WHO HAS ACCESS**

### **Security**

#### **Where your data is stored**

We may have records of your data on:

- Email
- CiviCRM Database
- Eventbrite (event bookings)
- Hard copy (secure storage cupboards)

### **IT Systems**

Hands Inc cares to ensure the security of personal data. When Hands Inc collects information about you, we also make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures.

### **Staffing & Internal Management**

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors. Staff have access to personal information on a 'need-to-know' basis, so for example, highly sensitive data e.g. employment records, are only available to managers with the designated permissions to access and process that data.

### **Retention & Disposal of Information**

Hands Inc will only keep your information for as long as we have consent, a legitimate interest, or statutory requirement, to keep it. When we come to delete your data we can permanently erase any digital records we hold on you. Paper confidential records are disposed of using shredders.

### **Access to Information**

You have the right to request access to the information we hold on you. You can do this by contacting us on 0203 051 8626 or [privacy@handsinc.co.uk](mailto:privacy@handsinc.co.uk)

We will make sure to provide you with a copy of the data we process about you.

We will do so by sending your copy electronically. The personal data will be provided in a structured, commonly used and machine readable form. Open formats include CSV files. For any subsequent access request, we may charge you with an administrative fee.

In order to comply with your request, we may ask you to verify your identity.

### **Information Correction & Deletion**

If you believe that the information we have about you is incorrect, you are welcome to contact us so we can update it and keep your data accurate. We will only retain your information for as long as we have a legitimate interest in doing so, or a legal or statutory requirement to keep it. If at any point you wish for Hands Inc to correct or delete information about you, you can simply contact us on 0203 051 8626 or [privacy@handsinc.co.uk](mailto:privacy@handsinc.co.uk). If we are unable to comply with your request for legal or statutory reasons, we will write to you to let you know.

### **HOW TO COMPLAIN**

If you feel Hands Inc has breached its duties under GDPR, or you are concerned about our organisation's information rights practices, then you can lodge a complaint with Hands Inc directly by contacting us on 0203 051 8626 or [privacy@handsinc.co.uk](mailto:privacy@handsinc.co.uk). Or you can lodge a complaint with the Information & Commissioners Office:

#### **Information & Commissioners Office (Head Office)**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Live chat:** <https://ico.org.uk/global/contact-us/live-chat>

**Tel:** 0303 123 1113

**Website:** <https://ico.org.uk/concerns/>