

HopeFull Privacy Policy

At HopeFull, we are committed to protecting your privacy. This policy explains how we collect and use your personal information and the rights you have regarding that data.

This Privacy Policy informs you of the types of personal data we collect, how we use and protect that data, and your rights regarding your personal information.

1. The Data We Collect

We may collect and process the following categories of your personal data:

- Personal identification information such as your name, email address, and phone number.
- Technical data, including your IP address, browser type, and operating system.
- Usage data, which is information about how you use our website, products, and services.
- Marketing and communications data, including your preferences for receiving marketing materials from us.

2. How We Use Your Data

The data we collect is used for various purposes, including:

- Providing and managing your access to our website.
- Personalising your experience and improving our services.
- Communicating with you, including for marketing purposes.
- Complying with legal obligations.

We only collect and process your personal data when we have a legal basis to do so under Article 6 of the General Data Protection Regulation (GDPR). This includes situations where you have given clear consent, it is necessary for a contract, or we have a legitimate interest.

For special category data, it will only be processed with your explicit consent, when it is necessary for employment or social protection law, to protect your vital interests, or if the data has been made public by you.

3. Data Sharing and Third Parties

We may share your data with third parties in the following circumstances:

- To help us operate our business and provide our services.
- If required by law.
- In the event of a merger, acquisition, or asset sale.

We may transfer your data outside the UK/EU when using third-party providers. When this occurs, we ensure that appropriate safeguards, such as Standard Contractual Clauses, are in place to protect your data.

4. Cookies and Tracking

We use cookies and other tracking technologies to enhance your experience on our website. These tools help us understand how you use our site and improve our services. You can manage your cookie preferences through your browser settings.

5. Children's Data

Our website and services are not directed to children under 13. We do not knowingly collect personal data from children.

6. Data Storage and Security

Your data is stored securely, and we implement appropriate technical and organisational measures to protect your personal data.

We will retain your data only for as long as necessary to fulfill the purposes for which we collected it, including satisfying any legal, accounting, or reporting requirements. For example, we retain donor records for six years after the last donation to comply with HMRC requirements.

7. Your Individual Rights

You have the following rights regarding your personal data:

- The right to access your data.
- The right to rectification (correction) of your data.
- The right to erasure (deletion) of your data.
- The right to restrict processing.
- The right to data portability.
- The right to object to processing.

8. Queries and Complaints

If you have any concerns about our use of your personal data, you can contact us to make a complaint using the contact details at the end of this Privacy Policy. If you are unhappy with our response, you can also complain to the Information Commissioner's Office (ICO).

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>

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically. We will notify you of any changes by posting the new policy on this page. We advise you to review this policy regularly for any changes.

10. Contact information

If you have any questions about this Privacy Policy, please contact us at:

HopeFull - formerly Siobhan's Trust Ukraine

Charity Number: SC049842

HopeFull, Kindrochit Farm, Ardtalnaig, By Aberfeldy, Perthshire, PH15 2HX

Contact Email: info@hopefull.org.uk