

Impact Hub Bradford CIC Privacy Policy

Impact Hub Bradford CIC is the data controller of the personal data we collect during our interaction with you. We are a registered company with a registered address at Digital Exchange, 34 Peckover Street, Bradford, BD1 5BD. We are also registered with the ICO, our registration number is ZA363971.

This Privacy notice provides you with information about what personal information we collect about you and how we manage it.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Sensitive personal information (for example, ethnicity, gender, age, disability)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Programme participation
- Attending events and workshops

We also receive personal information indirectly, from the following sources in the following scenarios:

- Partnership organisations that we work with to deliver programmes
- Referral sources for all the programmes, this would include community organisations, private businesses and for example DWP, PWC

We use the information that you have given us in order to monitor the projects and programmes and also to satisfy the funders with contractual obligations.

We also use the following tools and platforms to collect data and analyse some data that we have collected - Google Forms, Mailchimp, Eventbrite, Nexodus, Hubspot, BrightHR, Google Analytics.

We use platforms such as Twitter, LinkedIn, Instagram, Facebook, Youtube, to embed information on our website. Please refer to their websites for more information on any cookies used on these platforms and how personal information they may capture about you and store on your device when using their platform.

Who we may share your data with

We may share this information with partner organisations, referral organisations and funding organisations such as Inspired Neighbourhoods CIC, CNet, Bradford Trident, Bradford Council for the Build your Business Project. Access Foundation, Big Society Capital, Give Bradford and Key Fund for the Local Access Programme. For the Innovative Entrepreneurs Programme we have partners including University of Leeds, University of Bradford and Nexus. For The Phoenix Way Project we share information with Ubele who are the funding organisation.

Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) **Consent:** you have given us consent to use and process your personal data for specific purposes. You can remove your consent at anytime by contacting us at hello.bradford@impacthub.net
- b) **Contractual obligation:** we need the personal data to perform a contract with the individual, or to take steps towards performing a contract.
- c) **Legal Obligation:** we need the personal data to comply with a statutory obligation.
- d) **Legitimate Interest:** where the processing is necessary for our legitimate interests (or those of a third party) and the interests and fundamental rights of the data subject do not override those interests.

How we store your personal information

Your information is securely stored.

We keep client files and project documentation for a period of 6 years for any audit purposes. We will then dispose of your information securely by confidential shredding of paper documents and the deletion of electronic files.

Certain projects require information to be kept for a specified period of time which could be from 2-6 years for auditing purposes. Projects that have been funded through European funding require that data to be kept for 10 plus years. Each funder has their own requirements for the period of time that data is kept.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Depending on our lawful basis for processing your personal data, you may not be able to exercise certain rights over the information we hold about you. For more information about your rights, see the [ICO website](#).

Please contact us at **hello.bradford@impacthub.net** if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can contact us at **hello.bradford@impacthub.net** or write to us at our registered address Digital Exchange, 34 Peckover Street, Bradford, BD1 5BD.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

This Privacy Notice was last updated in March 2024.