Privacy Policy

1. Purpose and scope

This privacy policy is a statement that describes how HFTF collects, uses, and manages the personal data of the people we provide services to.

It explains:

a. Why we hold and process your data
b. What information we collect, use, and why
c. Lawful bases and data protection rights
d. Where we get personal information from
e. How long we keep information
f. Who we share information with
g. How we hold and process your data
h. Cookies
i. How to complain

2. Introduction

We aim to adhere to best practice in the handling of any personal data supplied to us, including through your use of the online forms on this website or those provided for our use by third parties.

We only hold and process personal data in order to perform tasks in support of our charitable objectives. We do not pass on any personal data to third parties except as part of a contract to provide services on behalf of Hope for the Future (as detailed below) or where clearly required for financial or regulators' purposes such as the audit or independent examination of Hope for the Future 's accounts, or for gift aid tax claims to the HMRC.

3. Why we hold and process your data

We hold and process the data you supply in order to:

- Keep you informed about news, events and activities of Hope for the Future via our Monthly Newsletter
- Request information for specific purposes related to your contact with/ involvement in our work, networks and event attendance
- To contact you for specific fundraising purposes.

4. What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery and third party referrals:

- Names and contact details
- Pronoun preferences
- Addresses
- Photographs or video recordings
- Service use history
- Website user information (including user journeys and cookie tracking)
- Information relating to compliments or complaints

We collect or use the following information to receive donations or funding and organise fundraising activities:

- Names and contact details
- Addresses
- Payment or banking details
- Donation history
- Tax payer information (for Gift Aid purposes)

We collect or use the following personal information for service updates or marketing purposes:

- Names and contact details
- Marketing preferences
- Recorded images, such as photos or videos
- Donation history
- Records of consent, where appropriate

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Health and safety information

We collect or use the following personal information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following information for diversity monitoring during recruitment:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Purchase or service history
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

5. Use of Data via Climate Connect Platform

Hope for the Future (HFTF) operates a digital platform called Climate Connect, which allows individuals and communities to share their views and experiences with policymakers and decision-makers on climate and nature-related issues.

6. **What data we collect via Climate Connect:**

We may collect and process the following personal data submitted voluntarily through Climate Connect:

- Name (or display name)
- Email address
- Local authority area or postcode (if submitted)
- Views, comments, or responses submitted to campaigns or public forums
- Photographs, videos, or other media you choose to share
- Technical or device-related information (such as IP address or browser type)

7. Why we collect and use Climate Connect data:

a. To connect citizens with their elected representatives and relevant public decision-makers

b. To contribute to reports or insights to improve climate engagement and policy

c. To enable users to receive updates about the outcomes of their contributions

d. To manage misuse of the platform in line with our Climate Connect Online Safety Policy

8. Legal basis for processing Climate Connect data:

Consent: By submitting content through Climate Connect, individuals consent to HFTF using and sharing their content for the purposes outlined above. Users may withdraw consent at any time by contacting us at info@hftf.org.uk.

9. **Legitimate interests:**

   In some limited cases (e.g. to ensure platform integrity or respond to safeguarding concerns), HFTF may process user data where it is necessary for the legitimate interest of protecting platform users, provided that those interests are not overridden by user rights.

10. **Who we share Climate Connect data with:**

    We may share data submitted through Climate Connect with:

    a. Elected representatives and public officials, where users have chosen to direct their contributions to a public body or official

    b. Partner organisations, where we are jointly running a campaign or event

    c. Technology providers, such as our web developers or data processors, who are contracted to support the platform's technical infrastructure

    d. Regulators or legal authorities, where we are legally required to share information, or in the event of safeguarding, threats of violence, or illegal content

11. **Anonymisation and publication of Climate Connect data:**

    In some cases, anonymised quotes or summary data may be included in campaign reports or public-facing materials. Users will not be personally identified in these outputs without their explicit consent.

12. **User rights - Climate Connect data:**

    Users can request access to, correction of, or deletion of their Climate Connect data by contacting info@hftf.org.uk. Users can also withdraw their consent at any time, though this may affect their ability to use the platform or receive follow-up information

13. **Lawful bases and data protection rights**

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the Information Commissioner's website. https://www.ico.org.uk
Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right here
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right here

- Your right to erasure - You have the right to ask us to delete your personal information. You can read more about this right here
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. You can read more about this right here
- Your right to object to processing - You have the right to object to the processing of your personal data. You can read more about this right here
- 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. You can read more about this right here
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right here

If you make a request, we must respond to you without undue delay and in any event within one month.
To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for collecting or using personal information to provide services and goods, including delivery and third party referrals are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information to receive donations or funding and organise fundraising activities are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except

the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for recruitment purposes are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
    - To ensure that we meet employment law requirements.
    - To ensure that we can make reasonable adjustments for people with a disability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

14. Where we get personal information from

- Directly from you
- Partner Organisations who we provide services to

15. How long we keep information

- We will normally hold your data in encrypted form for a period of 3 years at which point we will contact you to check the data is current and ask if you want to remain on our supporters list.
- Unless you request otherwise, it will then be removed from the current version of our supporters database and securely archived in an encrypted backup for a total

period of 6 years to comply with our audit and HMRC rules, after which it will be permanently deleted.

16. Who we share information with

We will only transfer your data to third parties in order to deliver services to you. Should an instance occur where Hope for the Future needed to transfer your data, your permission would be explicitly sought out beforehand.
We use MailChimp as our email automation platform for our e-mailings and your email address is transferred to MailChimp for processing in accordance with their Privacy Policy . Unsubscribe options are included with these mailings.

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Legal bodies or authorities
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media (after gaining your permission)
- Current employers
- Previous employers

17. How we hold and process your data

We hold your details electronically in our supporters database. Our supporters database is held on Beacon and Quickbooks with access restricted to authorised personnel via a password protected log-in. We have reviewed Beacon and Quickbooks' data security standards and confirmed that these provide high standards of protection for the data hosted.

18. Cookies

Hope for the Future's website uses cookies. Cookies are small information files that collect statistical data about your browsing activities and do not identify you as an individual. Cookies help to improve our website and your experience of using our website with a more personalised service. You can find out more about cookies at https://www.allaboutcookies.org/. You can turn off cookies in your web browser, though this may disrupt the functionality of our website.

19. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to Hope for the Future as follows:-

By post: Hope for the Future, The Workstation, 15 Paternoster Row, Sheffield, South Yorkshire, S1 2BX, GB

By telephone: 01143035818
By email: info@hftf.org.uk

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

If you do not wish to disclose your contact details, or you wish your data to be removed, Hope for the Future will be unable to provide any services to you.