



FORMERLY KNOWN AS SHABBAT WALK

PRIVACY POLICY

Date reviewed: January 2026

Date of next review: January 2027

Unit 1, Office 4, Hawthorn Business Park, 165 Granville Road, NW2 2AZ

Tel: 07506750023 | Email: office@hih.org.uk

Registered Charity No 1182698

1. INTRODUCTION

Hand in Hand Support (“we”, “us”, “our”) is committed to protecting and respecting the privacy of those who provide us with their details in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We recognise that we work with families and individuals who may be vulnerable, and we take our responsibility to handle personal data with the highest level of care.

This Privacy Policy explains how we collect, use, store, and protect personal data relating to:

- Volunteers
- Families we support
- Donors
- Staff
- Website users

We collect your information when you email us, contact us via our website or social media, apply to work for us, work for us, or complete our forms. This includes information provided by you at the time of making a donation, registering with us to attend an event, registering to become a member of staff or a volunteer, registering your interest to receive our support or services, engaged as a freelance consultant, requesting materials, responding to a survey or visit our website, and/or when you report a problem with any of our communication channels or services. When we interact with you, we may also collect notes from our conversations with you, and the details of any complaints or comments you make.

We will only use your personal data for the purpose it was collected. The data we collect could be in an electronic or paper format. If we believe your data is no longer needed for this purpose, we will not process your data any further.

Detailed information about our organisation and our services can be found on our website **hih.org.uk**.

2. DATA CONTROLLER

Hand in Hand is the Data Controller responsible for your personal data.

Contact Details:

Email: office@hih.org.uk

Address: Unit 1 Hawthorn Business Park, 165 Granville Road, NW2 2AZ

3. DATA PROTECTION ROLES

We have appointed the following individuals to oversee data protection:

- **GDPR Officer:** Yitzi Posen
- **GDPR Trustee:** Kevin Lazarus

They are responsible for monitoring compliance, advising on data protection obligations, and handling data-related concerns.

4. WHAT PERSONAL DATA WE COLLECT

We may collect and process the following types of personal data:

4.1 Volunteers and Families

- Full name
- Contact details (email, phone number, address)
- Date of birth (where relevant)
- Details regarding financial circumstances such as living arrangements and benefits received
- Details regarding involvement with third party organisations and agencies
- Emergency contact details
- Reference details
- Participation and support history
- Multimedia files such as photographs and video footage taken at events or taken for marketing campaigns
- Information about your experiences as a user of our services

4.2 Special Category Data (Sensitive Data)

Due to the nature of our work, we may also collect **special category data**, including:

- Health information
- Information about disabilities or support needs
- Marital status and pregnancy
- Safeguarding-related information such as DBS records
- Information relating to children and vulnerable individuals

This data is treated with **additional safeguards and strict confidentiality**.

4.3 Donors

- Full name
- Contact details
- Donation history
- Payment-related information (processed securely via third parties)

4.4 Staff

- Full name
- Contact details
- Emergency contact details
- Reference details
- Employment history and other information provided on application
- Salary, pension, National Insurance and banking details
- performance monitoring, training and equal opportunities monitoring

4.5 Website Users

- IP address and technical data
- Website usage data
- Information submitted through forms

5. HOW WE COLLECT DATA

We collect personal data through:

- Registration forms (volunteers and families)
- Direct communication (email, phone, in person)
- Donation forms
- Website interactions
- Internal records and administrative processes

6. HOW WE USE YOUR DATA

We use personal data to:

- Deliver support services to families
- Safeguard children and vulnerable individuals
- Manage volunteers and activities
- Maintain accurate records
- Process donations and maintain donor relationships
- Communicate relevant updates
- Manage contracts of employment

- Administer statutory and contractual leave requirements
- Comply with legal and regulatory obligations
- Provide you with information about us and our services. You are free to opt out of hearing from us by any channels at any time.

7. LAWFUL BASIS FOR PROCESSING

We rely on the following lawful bases:

- **Consent** – where you have given clear permission
- **Contract** – where processing is necessary to provide services
- **Legal obligation** – including safeguarding and reporting duties
- **Legitimate interests** – for running and improving our charity

Special Category Data

We process sensitive data under:

- **Explicit consent**, and/or
- **Substantial public interest**, including safeguarding of children and vulnerable individuals

8. SAFEGUARDING AND CONFIDENTIALITY

Safeguarding is a core part of our work.

- Personal data may be shared where necessary to **protect a child or vulnerable person**
- Information will only be shared with appropriate authorities (e.g. social services, safeguarding bodies) where required
- All safeguarding-related data is handled with strict confidentiality and access controls

9. DATA PROCESSING

We collect personal data through:

- Registration forms (volunteers and families)
- Direct communication (email, phone, in person)

- Donation forms
- Website interactions
- Internal records and administrative processes

10. DATA STORAGE AND SECURITY

We implement appropriate technical and organisational measures to protect personal data against unauthorised or unlawful processing and against accidental loss, destruction, or damage.

10.1 Systems Used

- **Salesforce database** – for volunteer and family records
- **Internal spreadsheets** – for donor information

10.2 Security Measures

- Access limited to authorised staff only
- Password-protected systems with authentication controls
- Secure storage of files and records
- Data held in secure physical premises
- Staff training in GDPR and confidentiality
- Regular review of data access permissions

11. DATA SHARING

We do **not sell personal data**.

We may share data where necessary:

- With trusted service providers (e.g. payment processors)
- With safeguarding authorities where required
- To comply with legal obligations

All third parties must comply with data protection laws and confidentiality requirements.

12. DATA RETENTION

We retain personal data only as long as necessary:

- For service delivery and safeguarding
- To meet legal and regulatory requirements
- For legitimate organisational needs

Sensitive and safeguarding data may be retained longer where required for legal protection.

We are required to keep details of financial transactions, including donations, for seven years to meet accountancy and HMRC requirements. We will delete personal data or may anonymise if, after a period of seven years, we have not had any contact or communication from you (this will be measured on a rolling seven-year period).

We are required to securely store case files and appropriate staff and volunteer records pertaining to our work with children as per child protection guideline for 25 years.

We may anonymise your personal data (so that you can no longer be identified) for research and analysis purposes in which case we may use this information indefinitely without further notice to you.

13. YOUR DATA PROTECTION RIGHTS

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

Note: Some rights may be limited where data is required for safeguarding or legal obligations.

Contact: yitzi@hih.org.uk

14. COOKIES

Our website may use cookies to improve functionality and user experience. You can manage cookie preferences through your browser settings.

15. DATA BREACHES

We have procedures in place to detect, report, and investigate data breaches.

Where required, we will notify:

- The Information Commissioner's Office (ICO)
- Affected individuals

16. CHANGES TO THIS POLICY

We may update this policy periodically. Changes will be published with an updated date.

17. COMPLAINTS

If you have a complaint about how we use your personal data, you may contact us using the details provided in sections 2 and 13 above.

You also have the right to lodge a complaint with:

Information Commissioner's Office (ICO)

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