

# Privacy Policy

## 1. Introduction

The HATCH ENTERPRISE's Privacy Policy sets out the ways HATCH ENTERPRISE processes personal data. This Privacy Policy only relates to personal data collected by HATCH ENTERPRISE via HATCH ENTERPRISE website, membership forms, fundraising responses, emails and telephone calls.

This Privacy Policy does not apply to personal data provided to HATCH ENTERPRISE by any other means or via any other website. Users should be aware that if they access other websites, using the links provided, these are outside our control. If they provide personal data to other companies, the privacy policies of those companies determine the uses to which that information is put and HATCH ENTERPRISE's Privacy Policy will no longer apply.

## 2. The Data Protection Act 1998

HATCH ENTERPRISE makes every effort to comply with the principles of the Data Protection Act 1998.

## 3. Use of Personal Information

Personal information provided to HATCH ENTERPRISE via HATCH ENTERPRISE website ([www.hatchenterprise.org](http://www.hatchenterprise.org)), membership forms, fundraising responses, emails and telephone calls will be used for the purposes outlined at the time of collection or registration in accordance with the preferences you express.

Personal data collected and processed by HATCH ENTERPRISE may be used, for the following purposes:

- a. Administration of membership(s).
- b. Fulfilment of orders for goods and services requested.
- c. Administration of donations and legacies.
- d. In-house research and statistical analysis.
- e. Communication about its conservation, membership, fundraising and other activities.
- f. Communication about special offers from carefully selected organisations that make a financial contribution to HATCH ENTERPRISE's funds.

Processing personal data for the above purposes may entail sharing the information with employees, contractors, agents and professional advisors of HATCH ENTERPRISE and other carefully selected organisations. Written agreements exist between HATCH ENTERPRISE and such parties that there must be no further disclosure of such personal data.

## 4. Consent

By providing personal data to HATCH ENTERPRISE you consent to the processing of such data by HATCH ENTERPRISE as described in this Privacy Policy. You can alter your preferences as described below.

## 5. Use of Data For Direct Marketing by post and telephone

At each point of data collection or registration you are given options to opt-out from being sent future direct marketing material from HATCH ENTERPRISE or other carefully selected organisations by post or telephone. Where you do not opt-out of such communications, HATCH ENTERPRISE may

send you information on its research, membership, fundraising and other activities and those of other carefully selected organisations.

If at any time you want to alter your preferences or request that HATCH ENTERPRISE stop communicating with you in this way then you should write to the address shown in section 8.

## **6. Use of Data for email**

At each point of data collection or registration you are given the option to opt-in to receiving email marketing from HATCH ENTERPRISE. Where you do opt-in to such communications, HATCH ENTERPRISE may provide information on its conservation, membership, fundraising and other activities and those of carefully selected organisations.

If at any time you want to alter your preferences or request that The HATCH ENTERPRISE stop communicating with you in this way then you should write to the address shown in section 8.

## **7. Accessing your personal data held by the HATCH ENTERPRISE**

You have the right to ask HATCH ENTERPRISE, in writing, for a copy of all the personal data held about you (this is known as a 'subject access request') upon payment of a fee of £10. If you would like to access your personal data held by HATCH ENTERPRISE, please apply in writing to:

Governance Manager  
HATCH ENTERPRISE  
245a Coldharbour Lane, SW9 8RR, London

## **8. Verifying, updating and amending your personal information**

If, at any time, you want to verify, update or amend your personal data or preferences please write to:  
HATCH ENTERPRISE  
245a Coldharbour Lane, SW9 8RR, London

Verification, updating or amendment of personal data will take place within 28 days of receipt of your request.

If subsequently you make a data protection instruction to HATCH ENTERPRISE, which contradicts a previous instruction (or instructions), then HATCH ENTERPRISE will follow your most recent instruction.

## **9. Cookies**

Please see our see our page regarding HATCH ENTERPRISE's use of cookies

## **10. Links to Third Party Websites**

This Privacy Policy applies solely to the personal data collected by HATCH ENTERPRISE and does not apply to third party websites.

HATCH ENTERPRISE is not responsible for the privacy policies of third party websites. HATCH ENTERPRISE advises users to read the privacy policies of other websites before registering any personal data.

## **11. Security**

The HATCH ENTERPRISE holds your personal data in accordance with the security provisions of the UK Data Protection legislation. We use industry standard Secure Server Software (SSL) for your transactions with us. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read as the information travels over the Internet.

If you have any questions about security please contact HATCH ENTERPRISE on: 02079930074

## **12. Attendance at Events**

HATCH ENTERPRISE uses Eventbrite to collect information on your attendance at events visits. This data includes the events you have visited, the date that you went and your membership number. The HATCH ENTERPRISE will undertake customer analysis on this data to allow us to understand visiting trends.

We will also use this information to enable us to provide better marketing communications that will be tailored to your habits. However, we will always respect your decision on receiving marketing information and will never send you any marketing where you have indicated previously that you do not want to be contacted.

## **13. Notification of Changes**

If The HATCH ENTERPRISE decides to change its Privacy Policy, it will post such changes on its website under the section entitled Privacy Policy

## **Security Policy**

We recognise the concerns that many people have about giving personal information online. These are the measures that we take to secure your information from interception by a third party:

### **How we secure your information to our web server?**

All forms containing sensitive information, such as credit card details or bank details, are transmitted to our web server using a 'secure form' in which your details are encrypted using the most secure encryption level available.

### **How we hold your information on our web server**

All data is stored on hosted platforms which are secured to ISO27001 standards. Additionally we have an internal security policy to safeguard your data. Credit card and data deemed sensitive under the Data Protection Act 1998 is treated separately and is segregated from our general data records database.

### **Who can you contact with a question about our security policy?**

Please email our Governance Manager, Adam.k[at]hatchenterprise.org to find out more about the measures we take to keep your information safe.

## **Email disclaimer**

The information in any e-mail (and/or document attached) sent by or on behalf of HATCH ENTERPRISE is confidential and may be legally privileged and/or contain copyright material of HATCH ENTERPRISE. This information is intended solely for the use of the named addressee. If you are not the named addressee of an email from HATCH ENTERPRISE, please notify the sender immediately and do not disclose, copy or distribute the contents to any other person.

Any contractual representations contained therein on behalf of the HATCH ENTERPRISE must not be taken as final, and are entirely subject to contracts signed formally by an authorised representative of this organisation.

Whilst the HATCH ENTERPRISE takes all reasonable precautions to ensure that e-mails from the Society are virus free, no responsibility will be taken for viruses transmitted from its systems.

Registered in England and Wales as a Charity, Number 1161801.

## **ACCESSIBILITY**

The site has been built according to the W3C's Web Content accessibility Guidelines 1.0 level AA.