



## Terms and Conditions

Hear2Listen are committed to safeguarding and preserving your privacy. Please read this policy to learn more about how we collect, store, use and disclose information about you when you interact with us. Our policy explains what happens to any personal data that you provide to us or that we collect from you when you access our services, use our website, communicate with us electronically or contact us in any manner. By using our Services, you agree to be bound by these Terms and Conditions.

We regularly review this policy and we will place any updates on this web page. This privacy policy was last updated on 4th April 2023.

### What Information do we collect?

#### Information You Provide To Us:

You may give us information about yourself by filling in forms on our website, or by corresponding with us by phone, email or otherwise. When you use our website we collect the personal information that you provide to us, by filling in forms, for example your name, your email address, your telephone number, as well as any other contact or other information you choose to provide us in connection with the delivery of services. If you register, or express interest in, a young person attending any affiliated programmes, we will collect the personal information that you provide to us, for example information about the young person including their name, date of birth, school they attend, and any additional needs they may have.

#### Information We Automatically Collect:

When you use our website we may collect and process certain information related to your visit to our website and the resources you access such as your device's IP address, referring website, what pages your devices visited, and at what time. This helps us to improve our services and collect statistical information about the use of our website.

#### Use of Cookies

The use of cookies is common practice on modern websites. A cookie is a small text file which is placed on your computer's hard drive by a website. When you visit our websites, your browser checks to see if it has any cookies for it and sends the information contained in those cookies back to the site in order to tailor and improve your experience.

Our cookies record things like making sure the display settings you've selected before (for example, preferred language) – or the settings associated with your account permissions – are activated correctly. We also use third-party cookies to track how our websites are used, as well as to carry out our advertising and marketing activities.

Information collected via cookies will not identify you personally. It is statistical data about our visitors and their use of our site and does not identify any personal details whatsoever. All computers have the ability to decline cookies. Different browsers offer different levels of control – for example you may be able to accept certain cookies and reject others, such as third party cookies. If you refuse cookies please be aware our websites may not work smoothly for you and there will be certain parts that won't function correctly. For further information about cookies, including how to manage your cookie settings, you can visit ([www.aboutcookies.org](http://www.aboutcookies.org)) or ([www.allaboutcookies.org](http://www.allaboutcookies.org)).

## **Sensitive information**

We may collect sensitive personal information about you or your young person including information about your racial or ethnic origin and offences or alleged offences committed by you or young people. We generally only collect this kind of information on a voluntary basis and after having obtained your explicit consent to do so, or where it is necessary to do so to comply with legal programme requirements. Hear2Listen will collect and process such personal data only for the purposes for which it was provided and in accordance with all applicable data protection laws, including the General Data Protection Regulation (GDPR).

### **How Do We Use The Information?**

The information that we collect and store relating to you is primarily used to enable us to provide our services to you or your young person. In addition, we may use the information for the following purposes:

- To safeguard all service users
- To set up and maintain our contact and management systems;
- To provide and operate our services;
- To manage our participants' and customers' use of our services;
- For any other purposes about which we notify customers, users and participants.

### **We use the information we collect via our website:**

- For administration and reporting purposes including (but not limited to) statistical analysis and testing;
- To improve our website to ensure that content is presented in the most effective manner for you and for your device;
- To analyse use of our website for monitoring and marketing purposes;
- To provide you with information requested from us, relating to our services or activities;
- As part of our efforts to keep our website safe and secure.

We may also use the information you send to us via our website and/or services, to communicate with you via email and other means regarding events, activities and services we think may be of interest to you.

## **Third Party Data**

**Instant Messaging:** We use a third party provider, WhatsApp, to facilitate instant messaging. For more information, please see WhatsApp's privacy notice ([www.whatsapp.com/privacy](https://www.whatsapp.com/privacy))

**Surveys:** we use a third party provider, Google Forms, to gather information from participants, users, customers and employees. For more information, please see Google's privacy notice ([www.policies.google.com/privacy](http://www.policies.google.com/privacy)).

## **How Do We Share And Disclose The Information To Third Parties?**

We do not sell or share your Personal Information to anyone without your explicit consent. Under certain circumstances we may be required to disclose your Personal Information in response to valid requests by public authorities such as the Police or security services.

## **Linked Websites**

Hyperlinks may be posted on our website that link to other websites. We are not responsible for (and this Privacy Policy does not apply to) the privacy practices of any Linked Websites or of any companies that we do not own or control. We encourage you to read the privacy statements on the other websites you visit.

## **When is processing 'necessary'?**

Many of the conditions for processing depend on the processing being "necessary" for the particular purpose to which the condition relates. This imposes a strict requirement, because the condition will not be met if the organisation can achieve the purpose by some other reasonable means or if the processing is necessary only because the organisation has decided to operate its business in a particular way.

## **What is meant by 'consent'?**

One of the conditions for processing is that the individual has consented to their personal data being collected and used in the manner and for the purposes in question. Even when consent has been given, it will not necessarily last forever. Although in most cases consent will last for as long as the processing to which it relates continues, we recognise that you may withdraw consent. Withdrawing consent does not affect the validity of anything already done on the understanding that consent had been given. In our view it is better to concentrate on making sure that we treat individuals fairly rather than on obtaining consent in isolation. Consent is the first in the list of conditions for processing set out in the Act, but each condition provides an equally valid basis for processing personal data.

## **Is Personal Information About Me Secure?**

We use appropriate technical, organisational and administrative security measures to protect any information we hold from loss, misuse, unauthorised access, disclosure, alteration and destruction. We will ensure that any third parties we use for processing your personal information do the same. Unfortunately, no company or service can guarantee complete security. Unauthorised entry or use, hardware or software failure, and other factors may compromise the security of user information at any time. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy. We do not keep your information for longer than necessary.

## **What Choices Do I Have?**

You can always opt not to disclose information to us, however, some information may be needed to register with us, take advantage of our services and participate in our events.

## Contact Us

We welcome any queries, comments or requests you may have regarding this Privacy policy. Please do not hesitate to contact us at **contact.hear2listen@gmail.com** or write to: **Hear2Listen, Lower East Wing Offices, The House, Shuttleworth, Old Warden Park, Biggleswade, Bedfordshire, SG18 9EA**

## What If I Have A Complaint?

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on individual rights. You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. To do this, contact the Information Commissioner's Office which oversees data protection law – [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).