## Privacy Notice

This is the privacy notice of HISEZ CIC including Impact Hub Inverness. In this document, "we", "our", or "us" refer to HISEZ CIC including Impact Hub Inverness.

We are a Community Interest Company (number SC290167) registered in Scotland.

Our registered office is at 67a Castle Street, Inverness, IV2 3DU.

## Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.
2. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
3. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
4. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
5. The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)
6. We do not share, or sell, or disclose to a third party, any information collected through our website.

# Who are we?

We are the controller for the purposes of data protection legislation in respect of the personal information that we hold about you. If you have any questions, comments or requests regarding your personal information you can contact us at Impact Hub Inverness, 67a Castle Street, Inverness, IV2 3DU, by email to [inverness@impacthub.net](mailto:inverness@impacthub.net) or by calling us on 01463 715533.

If you are unhappy with how we handle your personal information, you can contact us and / or notify the Information Commissioner’s Office (ICO) by calling their helpline on 0303 123 1113.

**Your personal information – what is it?**

Personal information relates to a living individual who can be identified from that information, either by that single piece of information or by combining it with another piece of information that we hold or might hold in the future. Personal information could include things like your name, address, email address or internet protocol (IP) address.

# How and why do we collect your personal information?

The type of personal information we collect depends on the relationship that you have with us.

(i) If you or your organisation is a **member** of Impact Hub Inverness:

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| **INFORMATION** | **WHY WE COLLECT IT** | **LEGAL BASIS** |
| **Information you provide to us:** We collect personal information when you apply for membership and during the course of your membership with us. This includes your name, organisation, details of others within your organisation, job titles, bank details and contact details. | We collect this information to manage your membership and administer membership records, provide you with our membership services and member benefits including sending you emails, inviting you to events, telling you about our latest news or information, providing you with advice and support, arranging networking opportunities and for our internal purposes of managing your membership with us. | We collect this information on the basis that it is necessary to fulfil our contractual obligations to you. |
| **Information we collect about you:** When you use our website: [inverness.impacthub.net](http://inverness.impacthub.net/) or [hisez.co.uk](http://www.hisez.co.uk/networking-lunches-and-workshops.html), we will collect information about you through our use of cookies. Our website uses cookies set by the site itself, as well as by Google applications and Google Analytics. This technical data includes details of your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website. For further details, please see [Weebly’s privacy policy](https://www.weebly.com/uk/privacy). | Our website uses cookies to track your visit to the site, to maintain security and to help us enhance and improve the site. | We only use cookies where you have provided your consent for us to do so. |
| **Retention of your information** | | |
| **Information you provide to us:** | If you work for a corporate body and give us the email address provided by your employer e.g. joeblogs@impacthubinverness we will retain your personal information for the duration of your membership. Following termination of your membership, we will consider you a “stakeholder” and will retain your information on the basis of ours and your legitimate interests to allow us to continue to contact you as set out in the table below.  If you provide us with a personal email address e.g. [joeblogs@gmail.com](mailto:joeblogs@gmail.com), we will hold your personal information for the duration of your membership with us and for up to 2 months following the termination of your membership. If you consent to us retaining your personal information, we will consider you a “stakeholder” and will retain your information to enable us to continue contacting you as set out in the table below. | |

(ii) if you are not a member of Impact Hub Inverness but **have used our website or receive emails from us.** For example, you may be interested in social enterprise or co-working spaces and entrepreneurship and working in an area that is linked to social enterprise such as local government or business i.e. you are a **stakeholder):**

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| **INFORMATION** | **WHY WE COLLECT IT** | **LEGAL BASIS** |
| **Information you provide to us:** We collect personal information which you give to us. This may be for example when we meet you at an event or when you contact us by phone or email or when you sign up to receive our newsletter or through other aspects of our work to support and grow social enterprise in the Highlands and Islands. This includes your name, email address and contact details. | We collect this information in order to contact you by email, phone or post about our latest news, events and to support you in the work you do if you request our services. | If you work for a corporate body and give us the email address provided by your employer e.g. joeblogs@impacthubinverness, we will process this information on the basis of our and your legitimate interests, our interests being that we wish to share our news and details of our services and events with you.  If you provide us with a personal email address e.g. [joeblogs@gmail.com](mailto:joeblogs@gmail.com), we will only process this information where you have provided us with your consent to do so.  If you provide us with your phone number or postal address, we will contact you by phone or post on the basis of our legitimate interests being that we wish to share our news and details of our services and events with you.  Each time we contact you, we will provide you with the option to opt out of receiving further correspondence of this nature from us. |
| **Information we collect about you:** When you use our websites [inverness.impacthub.net](http://inverness.impacthub.net/) or [hisez.co.uk](http://www.hisez.co.uk/) we will collect information about you through our use of cookies. Our website uses cookies set by the site itself, as well as by Google applications and Google Analytics. This technical data includes details of your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website. | Our website uses cookies to track your visit to the site, to maintain security and to help us enhance and improve the site. | We only use cookies where you have provided your consent for us to do so. |
| **Retention of your information** | | |
| **Information you provide to us:** | Where you have provided us with consent to process your information, we will retain this information for a period of 24 months after which time we will ask you to renew your consent to allow us to continue processing your information.  Where we process your information on the basis of ours and your legitimate interests, we will retain this information until you ask us not to you. As noted above, we will give you the option to “opt out” when we contact you. | |

# Your duty to inform us of changes

# It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

# Disclosure of your personal information

We share your personal information with the following third parties:

* MailChimp – MailChimp provide marketing automation service. We will provide MailChimp with your email address to enable MailChimp to send out our email communications.
* Google – we use the Google services Gmail, Google Groups, Google Drive and Shared Contacts for Gmail - our email service, storage of contact details and data storage are hosted by Google. Personal information which is transmitted to or by us by email will therefore be hosted by Google.
* Dropbox – we use Dropbox to store all our files and update and save work to it daily. Any service we provide for you will be documented in a dropbox file.
* Sage – This is our financial management system and we use it to make payments.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

# Where we store your information

The information we collect from you may be stored inside the UK, the European Economic Area (“**EEA**”) or outside the EEA.

If you live or work outside of the UK or the EEA, we may need to transfer your personal data outside of the UK or the EEA to correspond with you. Where this applies, we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice.

We also transfer data outside the UK or the EEA where our service providers host, process, or store data outside the UK or the EEA. Where we do this, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

* The country to which the personal data will be transferred has been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see [European Commission: Adequacy of the protection of personal data in non-EU countries.](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en)
* Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to non-EU countries.](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en)
* Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US. For further details, see [European Commission: EU-US Privacy Shield](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en).

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Our website is hosted by Weebly and is registered in USA. The software our website uses may have been developed in the United States of America.

# Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

## Specific uses of information you provide to us

# Complaints regarding content on our website

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

If we think your complaint is without any basis, we shall not correspond with you about it.

# Job application and employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for three years before destroying or deleting it.

# Complaining

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

# Affiliate and business partner information

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

## Disclosure and sharing of your information

# Access to your personal information

* 1. At any time, you may review or update personally identifiable information that we hold about you, by asking us to make it for you.
  2. To obtain a copy of any information that is not provided on our website you may send us a request at inverness@impacthub.net.
  3. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

# Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at inverness@impacthub.net.

# Verification of your information

When we receive any request to access, edit or delete personal identifiable information, we shall first take reasonable steps to verify your identity before taking any action. This is important to safeguard your information.

## Other matters

# Use of site by children

We do not sell products or provide services for purchase by children, nor do we market to children.

# Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser’s URL bar or toolbar.

# How you can complain

* 1. If you are not happy with our privacy policy or if have any complaint, then you should tell us by email. Our address is inverness@impacthub.net.
  2. If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
  3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

# Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

# Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website.

If you have any question regarding our privacy policy, please contact us by email: [inverness@impacthub.net](mailto:inverness@impacthub.net) or phone +441463 715533.