

Data Protection

Privacy policy

At The Hub we are committed to protecting your privacy. This statement describes how The Hub collects and uses information about people who visit our website. If you have any queries about this statement please contact:

The Service Manager, The Hub, 38-39 Winslade Way, London, SE6 4JU

Email: thehub@lifeline.org.uk

We have divided this Privacy Policy into sections so you can easily find the information that is relevant to you.

- Visitors to our site - if you are interested in our work and how you can help us.
- People who use our services - for practitioners as well as children and young people who need advice.
- General security and privacy provisions - for everyone.
- Visitors to our site

How do we collect information?

We will collect personal information from you when you enquire about our activities through the secure enquiry form or otherwise provide us with personal information. We may also receive information about you from other people, for example from a friend who wants to tell you about this website.

We also gather general information about the use of our website, such as which pages are visited most frequently. We only use anonymous information and statistics, which do not identify individual visitors. This information helps us improve the services and information we offer on our website. We may use service providers to help us collect and analyse this information.

What personal information do we collect?

The types of personal information collected might include name, email address and telephone number. Occasionally we may ask you to fill in questionnaires or surveys whilst on our website. The data collected by the questionnaire or survey will only be used for the purpose stated on the website.

How do we use this information?

We will use your personal information that you give us to answer your enquiries, and provide you with information you have requested. Your personal information will not be used for any purpose other than to get in touch with you to give you the information you have requested.

People using our services

The Hub can offer a number of online services for children and young people, and the practitioners who work with them, including:

- Enquiry services

- Online quizzes and questionnaires
- Submission of artwork, poetry and stories to the site

What information do we collect and how do we collect it?

We will collect personal information about people who use our secure enquiry service. This information may be provided by children and young people themselves or (with their consent) by the practitioners who work with them. The information could include the name, date of birth, gender, address and telephone number of the child or young person. It might also include sensitive information relating to their religion, ethnicity, physical or mental health or condition (including drug and alcohol use), criminal offences and sentences.

How do we use this information?

We use the information about children and young people to answer enquiries and provide advice and support. We use information about practitioners to provide the services and advice they have asked for.

If you use any of these online services, we will tell you more about what will happen to your information when you sign up or make an enquiry.

General security and privacy provisions

Do we use 'Cookies'?

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially it takes the form of a small text file deposited on your computer's hard drive.

The Hub uses cookies to ensure that you can interact with our web sites successfully, to identify you when you visit our web sites and to keep track of your browsing patterns. The use of cookies does not give us access to the rest of your computer or to personal information about you.

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Information collected in this way is anonymous and does not identify individual visitors. This information allows us to improve our website and the services we provide. For more information about Google Analytics, please see their privacy policy at www.google.com/privacy

If you want to prevent our cookies being stored on your computer in future, you may do so by referring to your internet browser's instructions. You can do this by clicking on the "Help" menu. Please note however that if you disable our cookies you may not be able to access certain services or facilities on our sites and your use of our sites may be restricted. Further information on deleting or controlling cookies is available at www.AboutCookies.org

How do we protect personal information?

Information that you submit via the enquiry form on our website is encrypted and stored on a secure server. However, the transmission of information over the Internet is never 100% secure so while we try to protect your personal information, we can't guarantee the security of any information you submit to us via our website.

We also take appropriate measures to ensure that the information we receive is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. Access to our secure servers is restricted to authorised staff.

Will we disclose the information we collect to other organisations?

We will use your personal information to get in touch with you to give you the information you have requested. We may also need to disclose your information if required to do so by law - please see our Confidentiality statement for a full description of when we would have to do this.

Emergencies

We may need to disclose your information if required to do so by law or in response to a court order or request from a law enforcement agency.

In exceptional circumstances, where we think someone is at serious risk of being harmed, we may contact the police or a local authority safeguarding team.

Your consent

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

Links

Our website may include links to websites run by other organisations. The Hub is not responsible for the privacy practices of other organisations' websites so you should read their privacy policies carefully.

Right of access

you have the right to ask for a copy of the information we hold about you and to have any inaccuracies in your information corrected.

If you wish to exercise these rights, please contact:

The Service Manager, The Hub, 38-39 Winslade Way, London, SE6 4JU

Changes

we reserve the right to amend this privacy statement. The latest version will be available on our website so please check from time to time. By continuing to use the website you will be deemed to have accepted any changes.