



## Privacy Policy – Neurocraft Hub CIC

At **Neurocraft Hub**, we are committed to safeguarding the privacy and personal data of every child, family, volunteer, and partner we work with. This Privacy Policy outlines how we collect, use, store, and protect your information in accordance with the **UK General Data Protection Regulation (UK GDPR)** and other applicable laws.

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### 1. What Information We Collect

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

- **Contact Information:** Name, email address, phone number and address
- **Child & Family Details:** Information shared during registration or participation
- **Volunteer Information:** CVs, references and DBS check details
- **Usage Data:** Website interactions, IP address, browser type and device information
- **Feedback & Surveys:** Responses to evaluations or co-creation activities
- **Payment Details:** Processed securely via third-party platforms

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### 2. How We Use Your Information

We use your data to:

- Deliver and improve our creative learning programs
- Communicate updates, events and opportunities
- Manage volunteer applications and safeguarding
- Monitor impact and report to funders (in anonymised form)
- Comply with legal obligations and ensure safety

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### 3. Legal Basis for Processing

We process your data under one or more of the following legal bases:

- Your **consent**
- Fulfilment of a **contractual obligation**
- Compliance with a **legal requirement**
- Our **legitimate interest** in delivering and improving services

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### 4. Data Sharing

We do **not sell or rent** your personal data. We may share it with:

- **Trusted service providers** (e.g., email platforms, payment processors)
- **Safeguarding authorities** or legal bodies when required
- **Funders or evaluators**, using anonymised or aggregated data only

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### 5. Data Security

We implement appropriate technical and organisational measures to protect your data, including:

- Encrypted storage and secure access controls
- Regular data audits and staff training
- Secure third-party platforms for payments and communications

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### 6. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access, correct, or delete your personal data
- Withdraw consent at any time
- Object to or restrict certain types of processing
- Request a copy of the data we hold about you

To exercise these rights, please contact us at [info@neurocrafthub.com](mailto:info@neurocrafthub.com). We aim to respond within 30 days.

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## 7. Use of Cookies

Our website uses cookies to improve functionality and user experience. You can manage or disable cookies in your browser settings. Please note that disabling cookies may affect how certain features work.

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## 8. Policy Updates

We may revise this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Updates will be posted on this page with a revised date. We encourage you to check back periodically.

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## 9. Contact Information

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

**Email:** [info@neurocrafthub.com](mailto:info@neurocrafthub.com)