



PRIVACY POLICY

Introduction

The CIC is committed to protecting and respecting privacy. Please read this Privacy Policy carefully as it provides guidance on the basis on which the CIC collects, stores, and processes personal data.

As a not for profit organisation, we are exempt from registering with the ICO but follow the data protection principles laid down under the Data Protection Acts and GDPR.

By using the CIC's website, individuals agree to the collection, use and transfer of the information provided in line with this Privacy Policy. This Policy will be updated from time to time as the need arises.

Information we collect, hold and how we use it.

This Privacy Policy applies to personal information that the CIC collects, has been provided to us, use, and otherwise process in connection with the relationship with the CIC as a service or supplier.

The CIC may collect and process the following but are not limited to:

- 🌐 Personal information - name, gender
- 🌐 Contact details - business or personal address, email, phone number.
- 🌐 Financial information - purchase order details and payment details
- 🌐 IT information - login information

It is unlikely that the CIC will need to collect Sensitive Personal Information unless someone applies for an advertised vacancy via the website.

Sensitive Personal Information is defined as racial or ethnic origin, religious, political, or philosophical beliefs, genetic data, and biometric data for the purposes of unique identification, trade union membership or information about health/sex life and personal information relating to criminal convictions or offences. However, in some circumstances the CIC may need to collect or request voluntarily some Sensitive Personal Information for legitimate purposes.

How do we use personal information?

- 🎬 to provide information about support group events.
- 🎬 to carry out obligations arising from any contracts between both parties.
- 🎬 to make other services available.
- 🎬 to help develop and market services.



to third parties in order to comply with all legal and regulatory requirements.

Purposes for processing personal information

- where consent has been given
- to perform obligations under any contract between parties
- for legitimate interests provided these are not overridden by interests, fundamental rights, and freedoms e.g., respond to enquiries.
- to comply with a legal obligation to disclose personal information to government and/or regulatory bodies and other third parties where required to do so by applicable law, e.g., to comply with a court order, for taxation purposes etc.

Data Retention

Personal data will not be kept for longer than is necessary to fulfil the specific purposes outlined in this Privacy Policy and to allow the CIC to comply with legal requirements, including, without limitation, any tax, and commercial obligations.

The criteria used to determine data retention periods include the following:

- after an enquiry about services, in case of a follow-up query.
- the period in which claims may be legally made (for at least 7 years) if relevant. In accordance with legal and regulatory requirements.
- Permitted under applicable law.

Please note that, although reasonable efforts will be made, it may not always be possible to completely remove or delete all personal information from the CIC's database because of back-ups and other technical reasons. Where this is the case, the CIC will take steps to ensure that personal data is suppressed to render it unusable.

Data privacy rights

- The right to withdraw consent to the processing of personal data. However, the CIC may continue to process personal information if there is an alternative legal basis for the processing.



The Wild Hub CIC

2. The right to request access to or obtain a copy of the personal data we hold. Any request will be processed within 30 days in accordance with the GDPR.
3. The right to rectification including to require correction of inaccurate personal data.
4. The right to request restriction of processing or to object to processing personal data if processing is based on legitimate interests or direct marketing etc.,
5. The right to request the erasure of personal data where it is no longer necessary.
6. The right to data portability.
7. The right to object to automated decision-making, including profiling (if any) that has a legal or significant effect on an individual.
8. The right to complain to a data protection authority e.g., the Information Commissioners' Office (ICO) if it is considered that the CIC has infringed applicable data privacy laws when processing personal data.

Security

The CIC endeavours to use appropriate technical and physical security measures to protect personal data, which is collected, stored, or otherwise processed, from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access. These measures include storing personal data in a secure database which is protected by the username and password of authorised users.

As effective as modern security practices are, no physical or electronic security system is entirely secure. The transmission of information via the internet is not completely secure. Although the CIC will do its best to protect personal data, it cannot guarantee the security of data transmitted over the internet. Any transmission of data is at the individual's own risk. Once the CIC receive personal data, it will use appropriate security measures to seek to prevent unauthorised access. The CIC will continue to revise policies and implement additional security features as new technologies become available.

If there is an interception or unauthorised access to personal data, the CIC will not be liable or responsible for any resulting misuse of personal information. The CIC may monitor the use and content of emails, calls and secure messages sent from and received by the CIC so that it can identify and take legal action against unlawful or improper use of its systems e.g., transmitting computer viruses etc. Date of the Policy: August 2025

Review Date: August 2028 or sooner if the law changes