

HENDERSON HUB COMPANY LIMITED PRIVACY POLICY

Date last updated: July 2026

The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 require every organisation which holds personal data to look after it properly. This means having a valid reason for holding it, keeping it accurate and secure, not sharing it without good reason, and respecting people's rights over their own information.

Who we are. Henderson Hub is a registered charity (charity number 1171855). We are the "data controller" for the personal information described in this policy, which means we decide how and why it is used. This policy explains what data we collect from our supporters, volunteers and donors, why we hold it, and what rights you have.

1. What data do we hold, and why

We hold contact details, interests, and information about how people have engaged with Henderson Hub, for supporters, volunteers and donors. We use this to:

- Contact people about Henderson Hub events, activities around Abbots Langley, and general updates about our work
- Record what activities a volunteer has told us they are interested in, so we can match them to opportunities
- Occasionally approach past donors or supporters about ways to support Henderson Hub financially or otherwise
- Keep records of grants and donations, as required by charity and financial reporting law

The legal basis for holding this data depends on the purpose:

- Where you've signed up for our newsletter, told us you're interested in volunteering, or asked us to keep you updated, we rely on your consent. You can withdraw this at any time.
- Where you've bought event tickets or made a donation, we process what's needed to fulfil that transaction and to meet our legal and charity accounting obligations (a legal obligation, not consent).
- Where we keep basic records of past supporters to run the charity responsibly, we rely on our legitimate interests as a small community organisation, balanced against your right to privacy.

We will not sell your data, and we don't share it with other organisations for their own marketing use unless you have specifically agreed to this. We may share data with third parties who process it on our behalf — for example a newsletter platform to send emails, or a printer to fulfil a mailing — under agreements that require them to keep it secure and use it only for that purpose. We will also share data where we are legally required to, for example with HMRC in connection with Gift Aid.

2. How we collect data

We only hold data that you give us directly — for example when you sign up as a supporter, book facilities for hire, buy tickets for an event, email us to join our newsletter, or make a donation or grant to Henderson Hub.

3. How long we keep it

- Financial records, including donations and Gift Aid declarations, are kept for 6 years, in line with HMRC and charity accounting requirements.
- Supporter and volunteer contact details are kept until you ask us to remove them, or until we no longer have an ongoing reason to hold them, whichever is sooner.

4. Keeping data safe and accurate

We take reasonable steps to keep your data secure and to ensure it's accurate and up to date. If any of your details change, please let us know using the contact details below.

5. Your rights

Under UK GDPR you have the right to:

- Ask us what personal data we hold about you and request a copy of it (a "subject access request")
- Ask us to correct any information that is inaccurate or incomplete
- Ask us to delete your data, or stop contacting you — we will action this unless we have a legal or regulatory reason to keep certain records (for example, financial and Gift Aid records, which we must keep for 6 years)
- Withdraw consent at any time, where we rely on consent as our basis for processing
- Object to, or ask us to restrict, how we use your data in certain circumstances

To protect your data, we may ask you to confirm your identity before responding to a request. We do not charge a fee for a standard subject access request. We may charge a reasonable administrative fee only if a request is manifestly unfounded or excessive, or if you ask for further copies of data already provided. We will respond within one calendar month of receiving your request (or confirming your identity, if that comes later).

6. Complaints

If you're unhappy with how we've handled your data, please contact us first using the details below so we can try to put things right. If you remain unhappy, you have the right to complain to the Information Commissioner's Office (ICO), the UK's independent regulator for data protection:

ico.org.uk

7. Contact us

If you have any questions about this policy, want to update your details, or want to exercise any of the rights above, please get in touch:

Email: manager@henderson-hub.org.uk

Phone: 01923 729 661