Social Impact Support Ltd: Policy Pack

Oct 1, 2026 ·

Policy 1: Data protection and privacy

We collect only what we need to run our programmes, keep it secure and never sell it. Last reviewed: October 2026. Next review: October 2027.

Who we are. Social Impact Support Ltd (company number 14923318), trading as Regenerous and NetShift, is the data controller. Registered office: 7 BELL YARD, LONDON, WC2A 2JR

Contact: Andrea Gamson, hello@socialimpact.support.

What we collect.

- Names, work contact details and job roles of clients, mentors, participants and enquirers
- Programme information, such as the challenges worked on and session feedback
- Website, form and newsletter data, including cookies
- Photos or video from events, only with consent (acquired at point of programme registration)

We avoid collecting sensitive ("special category") data unless it is essential, and then only with explicit consent.

Why we use it. To deliver contracts and programmes; for legitimate interests, such as running and promoting our work to business contacts; with consent, for newsletters, event photos and non-essential cookies; and to meet legal duties such as accounting.

Who sees it. Only us and providers who process it for us: [website and forms (GoDaddy, LeadConnector), scheduling (Calendly), messaging (WhatsApp Business), email or newsletter tool, accounting software]. Some are based outside the UK, so we choose providers with appropriate safeguards. Within programmes, we share contact details between mentors and social entrepreneurs only as needed and with their knowledge.

How long we keep it. Programme records: six years. Enquiries that do not lead to work: 24 months. Financial records: six years, in line with HMRC requirements for company records.

Your rights. You can ask to see, correct, delete, restrict or move your data, object to how we use it, or withdraw consent at any time. Email hello@socialimpact.support and we will reply within one month. You can also complain to the Information Commissioner's Office at ico.org.uk.

Security and breaches. Access is limited to those who need it, and we use [two-factor authentication on key accounts and encrypted devices: confirm]. If a breach puts people's rights at risk, we report it to the ICO within 72 hours and tell those affected where required.

Policy 2: Safeguarding and risk

We work mainly with adult professionals, and we take everyone's safety and dignity seriously. This applies to Andrea, our associates and facilitators, and everyone taking part in our programmes and events, in person or online. Last reviewed: October 2026. Next review: October 2027.

Our approach. Our programmes bring corporate volunteers and social entrepreneurs together. We do not run activities for children, and we do not seek unsupervised contact with children or adults at risk. If a partner organisation works with them, we will not ask participants to work directly with its service users, and we will ask for that partner's safeguarding policy.

Designated safeguarding lead. Andrea Gamson (07453 943225 / hello@socialimpact.support). Deputy: Lisa Telfer Brunton, Senior Advisor (Lisa@KernowStar.com).

If someone is at risk.

1. If there is immediate danger, call 999.
2. Otherwise, write down factually what was seen or said and tell the lead the same day. If the concern is about the lead, contact [named alternative] or the local authority safeguarding team directly.
3. The lead decides whether to refer to the local authority or police, and keeps records securely.

We do not investigate ourselves or promise confidentiality we cannot keep.

Conduct and wellbeing. We do not tolerate harassment, discrimination or bullying. Participants get a code of conduct in their briefing and can raise concerns with the facilitator or by emailing hello@socialimpact.support. Some sessions touch on difficult topics: anyone can step back at any time, and we signpost to professional support, such as Samaritans on 116 123. [We do not record online sessions without consent.]

Associates. We take references and [carry out DBS checks where the role legally requires it or a partner asks or they are working with children].

Managing risk. Before each event we plan for venue safety and access, accessibility needs, emergency procedures and lone working. Information shared in sessions stays within the team unless agreed, conflicts of interest are declared, and incidents are logged and reviewed. We hold [public liability and professional indemnity insurance: confirm cover and limits].

Policy 3: Carbon and environmental

We run a small, mostly remote consultancy. We aim to keep our footprint low, measure it, and never claim more than we can evidence. Last reviewed: October 2026. Next review: October 2027.

Measure. We will measure by end of 2026 our operational footprint: travel, energy and equipment to demonstrate our commitment to Net Zero. Baseline: 0.34 tonnes of Co2e (2024/5). We will publish updates here annually.

Reduce.

- We choose rail over car or air for UK journeys where practical

- We meet online unless being in person adds real value
- For in-person events, we choose accessible venues near public transport and plant-based catering by default if we're in control of ordering the food
- We work digitally by default and avoid single-use materials and printing
- Renewable energy tariff and refurbished equipment as standard (Phones only)

Offsetting and claims. Reduction comes first. We currently offset residual emissions through Aviva Zero insurance. We will not call ourselves carbon neutral or net zero unless it is independently verified, and we do not make environmental claims we cannot evidence.

Who we work with. We choose partners case by case against our values. We do not work with organisations whose core business is weapons and munitions, oil and gas (including finance that funds it), mining or fast fashion, or whose work strongly harms people or the planet. We look for partners who are honest about where they are and willing to improve.

Our wider work. Through NetShift we help small businesses measure and reduce their emissions, and we expect to be held to the same standard ourselves.

Responsibility. Andrea Gamson is responsible for this policy and reviews it every year.