

Data Protection and Privacy Policy

Hope On Prescription

Last Updated: 26th April 2025

1. Our Commitment to Your Privacy

At *Hope On Prescription* we are committed to protecting and respecting your privacy. This policy explains when, why, and how we collect personal information, how we use it, and how we keep it secure, in line with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

We believe your trust is a precious part of building a safe, welcoming, and creative community.

2. Who We Are

Hope On Prescription delivers community-based creative writing and poetry workshops that promote mental health, resilience, and connection. We are a small, community-led initiative, currently operating in Dartford.

If you have any questions about this policy, please contact:

Email: info@hopeonprescription.co.uk

Phone: 07377182098

3. What Information We Collect

We collect limited personal data, only when necessary for delivering our workshops safely and inclusively. This may include:

- Name (to personalize your experience)
- Contact Information (email address, phone number — only if you provide it for updates or emergency contact)
- Emergency Contact Information (optional and only if voluntarily provided)
- Access Requirements (if shared by you to help us accommodate your needs)
- Photographs/Videos (only with your *explicit consent*)

We do not collect any sensitive health data unless you choose to share information with us.

4. How We Use Your Information

We use your information to:

- Communicate workshop updates, changes, or cancellations
- Provide safe and inclusive support tailored to participant needs
- Maintain safeguarding practices during workshops
- Improve and adapt our sessions to community needs
- Seek feedback (anonymously if you prefer)

We never sell, rent, or trade your information with any third parties.

5. Lawful Basis for Processing

Our lawful bases for collecting and using your information are:

- Consent: You have given clear consent for us to process your personal data for specific purposes.
- Legitimate Interests: We use your data in ways you would reasonably expect to promote safe and effective workshop delivery.

You can withdraw your consent at any time by contacting us.

6. Data Sharing

We will only share your data if:

- It is necessary for safeguarding or legal purposes
- You give explicit consent (e.g., sharing testimonials)
- Required by law (e.g., court order)

Any trusted service providers (such as email platforms) we use are GDPR-compliant.

7. Data Storage and Security

We take reasonable and appropriate measures to protect your data, including:

- Storing data in encrypted, password-protected files
- Restricting access to authorized persons only

- Regularly reviewing data we hold and securely deleting it when no longer needed

8. How Long We Keep Your Information

We will only keep your personal information for as long as necessary:

- Contact information: Up to 12 months after your last workshop attendance unless you request earlier deletion
- Consent forms and safeguarding information (if any): Up to 3 years in line with safeguarding best practices

After this time, data will be securely deleted.

9. Your Rights

You have the right to:

- Access the information we hold about you
- Request correction of inaccurate data
- Request deletion ("the right to be forgotten")
- Withdraw consent at any time
- Object to or restrict certain types of processing
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data has been mishandled

To exercise any of your rights, contact: info@hopeonprescription.co.uk

10. Updates to This Policy

We may update this policy from time to time to reflect changes in our practice or legal obligations. The latest version will always be available at: www.hopeonprescription.co.uk

Thank you

Thank you for trusting *Hope On Prescription*. Protecting your data helps us create a safe, supportive, and empowering space for everyone.