

## **Privacy Policy**

### **The Hive Silsden CIO**

Effective Date: May 2026

At [The Hive Silsden](#), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect your personal information when you use our website, contact us, attend our activities, or interact with us online.

### **Who We Are**

The Hive Silsden CIO is a registered charity providing community, family, youth and wellbeing activities.

### **Contact Details**

The Hive Community Centre  
53–55 Elliott Street  
Silsden  
BD20 0DE

Email: [hello@thehivesilsden.co.uk](mailto:hello@thehivesilsden.co.uk)

Telephone: 01535 210006

### **What Information We Collect**

We may collect and process the following information:

#### **Information You Provide**

- Name
- Email address
- Telephone number
- Postal address
- Information provided through contact forms
- Booking and event registration details
- Information you provide when accessing our services or activities

#### **Automatically Collected Information**

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Website usage data through cookies or analytics tools

## **How We Use Your Information**

We use your information to:

- Respond to enquiries
- Manage bookings and activities
- Provide community services and support
- Send updates or newsletters where consent has been given
- Improve our website and services
- Meet legal, safeguarding and funding obligations
- Maintain safety and security

## **Legal Basis for Processing**

We process personal information under one or more of the following lawful bases:

- Consent
- Contract
- Legal obligation
- Legitimate interests
- Vital interests where safeguarding or welfare concerns arise

## **Cookies**

Our website may use cookies and similar technologies to improve your experience and understand how visitors use the site.

You can control or disable cookies through your browser settings.

## **Sharing Your Information**

We will never sell your personal information.

We may share information with:

- Trusted service providers working on our behalf
- Funding bodies where required for reporting
- Partner organisations involved in delivering services
- Legal or safeguarding authorities where required by law

Any sharing will only occur where appropriate safeguards are in place.

## **Data Storage and Security**

We take appropriate steps to protect personal information from loss, misuse, unauthorised access or disclosure.

Information may be stored electronically or in paper format and is only accessible to authorised staff, trustees or approved volunteers where necessary.

## **How Long We Keep Information**

We only keep personal information for as long as necessary to fulfil the purpose it was collected for, including legal, accounting and safeguarding requirements.

Retention periods vary depending on the type of information.

## **Your Rights**

Under UK data protection law, you have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent where applicable
- Lodge a complaint with the Information Commissioner's Office (ICO)

## **Information Commissioner's Office**

For more information about your rights, visit:

[Information Commissioner's Office \(ICO\)](#)

## **Third-Party Links**

Our website or social media pages may contain links to external websites. We are not responsible for the privacy practices of other organisations or websites.

## **Children's Privacy**

Some of our services support children and families. Where information relating to children is collected, this is managed carefully and in line with safeguarding and data protection requirements.

Parents or guardians should contact us if they have any concerns about information relating to a child.

## **Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

## **Contact Us**

If you have any questions about this Privacy Policy or how we handle personal information, please contact:

[hello@thehivesilsden.co.uk](mailto:hello@thehivesilsden.co.uk)

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