

Business Launchpad

Privacy Policy

At Business Launchpad, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may occasionally change this Policy so please check this page to ensure you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to felicia@businesslaunchpad.org.uk or by writing to Felicia Matiss-Rome, Business Launchpad, 89 Bickersteth Rd London SW17 9SH. UK Alternatively, you can telephone 0208 516 7759.

Who are we?

We are Business Launchpad, a charity dedicated to transforming young lives through enterprise in London and across the UK, by supporting young people aged 16 – 30 at every stage of business. Business Launchpad is a registered charity (299599) and a company limited by guarantee (2970413). The registered address is 89 Bickersteth Rd, London SW17 9SH, UK. Business Launchpad comprises of Tooting Works. Other projects associated with Business Launchpad include Shapeways.io and CORK.

How do we collect information from you?

We acquire information about you when you use our website, for example, when you contact us about booking workshops and one-to-one's, attending events, entering competitions, to make a donation, or if you register to receive our newsletters.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make

a donation online or book a workshop, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information for:

- processing a donation that you have made;
- marketing;
- promoting the services we offer;
- case studies or statistical purposes;
- informing our supporters and young people of the support we provide;
- internal monitoring and evaluation to help improve and ensure the quality of our services
- provision of data to funders for monitoring and evaluation and to assist trustees in carrying out their statutory duties
- processing a grant or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf and whom we work in association with: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Business Launchpad Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we

are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third party product providers to bring you..... When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

our choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: communications@businesslaunchpad.org.uk or telephone on 02085167700.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: communications@businesslaunchpad.org.uk, or write to us at: Tooting Works Business Centre, Bickersteth Road, SW17 9SH. Alternatively, you can telephone 02085167700.

You have the right to ask for a copy of the information Business Launchpad hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Security precautions in place to protect the loss of misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

Use of cookies and Website recording

When you visit the Business Launchpad website, we and our third-party service providers receive and record information on our server logs, including your IP address, and from cookies and similar technology. Cookies are small text files placed in visitors' computer to store their preferences. You can use your browser to block and delete cookies from your browser. However, if you do that, the Bubble Service may not work properly. We do not pass on any of your personal details, or sell mailing list data, to third parties.

Google Analytics cookies: _utma, _utmb, _utmc, _utmz

These cookies are used to collect information about how visitors use our site. We use the information to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Google Adwords cookies:

We use Google AdWords Remarketing to advertise trigger across the Internet. AdWords remarketing will display relevant ads tailored to you based on what parts of the TriggerApp website you have viewed by placing a cookie on your machine. THIS COOKIE DOES NOT IN ANYWAY IDENTIFY YOU OR GIVE ACCESS TO YOUR COMPUTER. The cookie is used to say "This person visited this page, so show them ads relating to that page." Google AdWords Remarketing allows us to tailor our marketing to better suit your needs and only display ads that are relevant to you." You can opt out of Google's use of cookies by visiting Google's Ads Settings.

Like many other websites, the Business Launchpad website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or under

We are concerned about protecting the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this policy under regular review. This Policy was last updated on the 24th March 2022.