

Privacy Notice

Ignite Futures Ltd (Registered Charity No. 1176754 and Company Limited by Guarantee No. 05969189) are committed to protecting your personal information, and being transparent about what information we hold about you. The purpose of this policy is to give a clear explanation of how we collect and use your personal data, and your rights regarding the data we store. We use your information in accordance of all applicable laws concerning protection of personal information, including UK General Data Protection Regulation (GDPR), Privacy & Electronic Communications Regulations (PECR), Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA, the Act)

Ignite Futures Ltd is registered under the Data Protection Act 2018 under number ZC169012 and for the purposes of this policy is the Data Controller.

If you have any queries about this policy, please contact the Data Protection Lead at Ignite Futures in writing via:

Email: info@ignitefutures.org.uk

Post: Ignite Futures, Unit 5 Cobden Place, Pelham Street, Nottingham, NG1 2ED

The privacy policy below governs the use of the Ignite Futures website, and related platforms such as Eventbrite (for event bookings) or MailChimp (for newsletters). This policy is designed to protect all users, members of the public and staff, and young people who choose to engage with Ignite Futures.

This policy was last updated in **July 2026**. This policy will be reviewed every three years or sooner in accordance with updated guidelines.

Information collection

Via this website and associated online platforms, we collect personal information in a number of ways.

- **Information you give us:** For example when you contact us via this website, send us a completed contact form, sign up to our newsletter or make an event booking, we'll store personal information provided such as your name, email address and organisation. We will also keep a record of your purchases and contact preferences.
- **Information about your interactions with us:** When we send you a mailing we store a record of this, including which emails you have opened and which links you have clicked on.
- **Cookies:** Cookies are small text files that are automatically placed onto your device by some websites you visit. They are widely used to allow a website to function, as well as to provide website operators with information on how the site is being used. We use cookies to identify how the website is being used and what improvements we can make. All cookies are anonymous and cannot be traced back to you individually.

Legal basis

There are three legal bases under which we may process your data.

- **Contract purposes:** When you make a purchase from us, sign up to one of our programmes or make a donation, you are entering into a contract with us. In order to perform this contract we need to process and store your data. For example, we may need to contact you by email or telephone in the case of cancellation of a programme or event, or any problems with your payment.
- **Legitimate interest:** In certain situations we collect and process your personal data for purposes that are in our legitimate organisational interests. However we only do this if there is no overriding prejudice to you by using your personal information this way. We describe below all situations where we may use this basis for processing.
- **With your explicit consent:** For any situations where the two bases above are not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation.

Marketing communications

We aim to communicate with you about the work that we do in ways that you find relevant, timely and respectful. To do this we use data that we have stored about you, such as your organisation or what events, projects or programmes you have booked for in the past, as well as any contact preferences you may have told us about.

We use our legitimate organisational interest as the legal basis for communications by post or email with relevant business contacts, including those working in the voluntary, cultural and education sectors. In the case of postal mailings, you may object to receiving these at any time using the contact details at the end of this policy. In the case of email, we will give you an opportunity to opt out in every email that we send you, or you can do so by emailing info@ignitefutures.org.uk.

Other processing activities

In addition to marketing communications, we also process personal information in the following ways that are within our legitimate organisational interests:

- We may analyse data we hold about you to ensure that the content and timing of communications that we send you are as relevant to you as possible.
- We may analyse data we hold about you in order to identify and prevent fraud.
- In order to improve our website, we may analyse information about how you use it and the content that you interact with.

In all of the above cases we will always keep your rights, freedoms and interests at the forefront to ensure they are not overridden by our own interests. You have the right to object to any of this processing at any time. If you wish to do this, please use the contact details at the end of this policy. Please bear in mind that if you object this may affect our ability to carry out tasks above that are for your benefit.

Third parties

Beyond the platforms identified above, we will never share your data with third parties without requesting explicit permission before doing so.

Security of your personal information

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible. We will ensure that any third parties we use for processing your personal information do the same.

Maintaining your personal information

If there are aspects of your record that are inaccurate or that you would like to remove, please use the contact details at the end of this page.

Any objection you make to processing of your data, such as unsubscribing from email marketing, will be stored against your record on our system so that we can comply with your requests.

We will only store your personal information for as long as necessary for each process, and you can ask for your information to be deleted at any point by emailing info@ignitefutures.org.uk

Marketing communications: We will keep your contact details on relevant mailing lists until you request to unsubscribe or become inactive. An 'inactive' subscriber is someone who has not opened an Ignite! email in the previous 12 months. At this point we will email a notification of your removal from our mailing lists – giving you the option to re-subscribe.

Donations: We will keep a record of donations for 7 years after the end of the financial year of the transaction for the purpose of maintaining financial reporting records. After this period your information will be deleted unless you make a further donation during that time.

Your rights to your personal information

You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please use the contact details at the end of this policy if you would like to exercise this right.

Complaints

If you're concerned about the way your personal data is handled, please contact us at info@ignitefutures.org.uk. All complaints will be acknowledged within 30 days and responded to as soon as possible.

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here: <https://ico.org.uk/for-the-public>.

You also have the right to contact the Information Commissioner's Office on 0303 123 1113, via their website www.ico.org.uk or via post:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Contact details and further information

Please get in touch with us if you have any questions about any aspect of this privacy policy, and in particular if you would like to object to any processing of your personal information that we carry out for our legitimate organisational interests.

Ignite Futures Ltd, Unit 5 Cobden Place, Pelham Street, Nottingham NG1 2ED

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