



Just Ideas – Privacy Notice

Last revised: February 2023

Who are we?

Just Ideas supports charities, public sector organisations and businesses working towards positive social or organisational change and environmental justice. Our facilitation, evaluation and research services enable organisations to achieve more, learn from their experience and explore new areas of work.

Our work is underpinned by a commitment to:

Participation – people are at the core of what we do and how we work. Participation means valuing people’s experience and insight, using often diverse viewpoints to benefit our work.

Social justice – we believe it is our responsibility to take action now for a sustainable future for everyone, benefiting health, happiness and saving money.

Creativity – our work embraces new approaches and technology without forgetting the things that have always worked well.

Just Ideas is a registered company – company no. 6447145.

The term ‘Just Ideas Sustainable Solutions Ltd’ or ‘Just Ideas’ or ‘us’ or ‘we’ refers to the owner of the website www.just-ideas.co.uk whose office address is 52 London Road, Reading, RG1 5AS. The term ‘you’ refers to the user or viewer of our website.

When do we collect personal data about you?

When you interact with us in person, through correspondence, by phone, by social media, or through our website. To meet its objectives and carry out its day-to-day operations Just Ideas needs to collect and keep certain information about a range of people including clients, paid associates, delivery partners, and people attending events that we facilitate.

We may collect personal data if it is considered to be of legitimate interest, and if this interest is not overridden by your privacy interests. Before data is collected, we make sure an assessment is made, ensuring that there is an established mutual interest between you and Just Ideas.

Why do we collect personal data?

Just Ideas are required to maintain certain personal data about individuals for the purposes of satisfying our operational and legal obligations. We recognise the importance of correct and lawful treatment of personal data as it helps to maintain confidence in our organisation and to ensure efficient and successful outcomes when using this data. We are required to comply with the European General Data Protection Regulation (GDPR) and Data protection Act (DPA) 2018 which regulate the

way in which certain information is held and used.

Just Ideas is the data controller and our Data Protection Lead – Richard Usher - can be contacted by email: richard@just-ideas.co.uk

We collect and use personal data for:

- Replying to your enquiries
- Contractual and legal obligations
- To carry out our facilitation, research, evaluation and training services
- We also collect data about suppliers, partners and persons seeking a job or working with Just Ideas.

How do we collect personal data?

We collect your data when you:

- Initiate contact through email, telephone call, our website or other means of direct communication.
- Submit a comment or complete a contact form through our website.
- Consent to contact including when completing an event evaluation form.
- Take part in a research, evaluation or training project.

How we use your personal data

We may use your information for the following purposes:

- To contact you about a training, evaluation or research project that you have taken part in. This is a legitimate interest.
- To follow up on incoming requests (customer support, emails, or phone calls). This is a legitimate interest.
- To fulfil contractual and legal obligations.
- To notify you about any disruptions to our services (system messages). This is a legitimate interest.
- To process a job application. This is a legitimate interest.
- To send you updates about our work when you connect via social media – Twitter or LinkedIn. This may include information about training, facilitation, research, new projects, events or activities of associated partners.

What type of personal data is collected?

If you consent to take part in training, evaluation or research with Just Ideas, then you will be notified what type of personal data will be collected before giving your consent. You will also be notified about how we will use this personal data and how long we will keep it.

In the above context we may collect your name, phone number, title and email address, in addition, your postal address, organisation name and contact information (if relevant). We may also collect feedback, comments and questions received from you in service-related communication and activities, such as meetings, phone calls, documents, and emails. From our website we may collect IP-address and actions taken on the site.

If you add posts or comments, etc. on our website, the information can be read by anyone with access to the site and used for purposes over which we or you have no control. Therefore, Just Ideas is not responsible for any information you submit to the website.

If you apply for a job at Just Ideas, we collect the data you provide during the application process.

How long do we keep your personal data?

We will not store your personal data for any longer than necessary to fulfil the purpose for which the personal data was collected; while also considering our need to answer your queries or resolve possible problems, to comply with contractual or legal obligations, to attend to any legal claims/complaints, and for safeguarding purposes.

This means that we may retain your personal data for a reasonable period of time after your last interaction with us. When the personal data that we have collected is no longer required, we will delete it in a secure manner. We may process data for statistical purposes, but in such cases, data will be anonymised.

Your rights to your personal data

You have the following rights with respect to your personal data:

1. The right to withdraw any consent to personal data processing at any time.
2. The right to request that Just Ideas provides you with your personal data and, if possible, to pass on this information directly (in a portable format) to another data controller when the processing is based on consent or contract.
You can send this request to richard@just-ideas.co.uk
3. The right to request a restriction on further data processing, in case there is a dispute in relation to the accuracy or processing of your personal data.

You can send this request to richard@just-ideas.co.uk

The use of cookies

We use cookies to collect information as you navigate Just Ideas' website. This may include standard information from your web browser, such as browser type and browser language; your Internet Protocol (IP) address; and the actions you take on Just Ideas' website, such as the web pages viewed and the links clicked.

This information is used to make websites work more efficiently, as well as to provide business and marketing information to the owners of the site, and to gather such personal data as browser type and operating system, referring page, path through site, domain of Internet Service Provider (ISP), etc. for the purposes of understanding how visitors use a website. Cookies and similar technologies help us detect and prevent security threats and abuse. If used alone, cookies do not personally identify you.

For further information visit <http://www.aboutcookies.org> or <http://www.allaboutcookies.org>. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

Links to other websites

Our website may contain links to other websites of interest. However, you should note that we do not have any control over external websites. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Embedded content from other websites

Articles on the Just Ideas' website may include embedded content (e.g., videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

Google Analytics

When someone visits just-ideas.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Contact forms

Just Ideas use contact forms on the website and the download form data is:

- Collected and held in the website database (hosted by TSOhost)
- Sent using Zapier, [who retain a temporary backup](#)
- Stored in Monday.com

Do we share your data with anyone?

We do not sell, rent or trade your information with any third parties.

Where your data may be stored

Just Ideas uses secure third-party suppliers (data processors) in the delivery of its services. Links to the privacy policies of each of these companies are provided below.

Twitter and LinkedIn: Just Ideas regularly post on these social networks. Integration of social network components allows these organisations to track which page on our site you are accessing, but only if you are logged in to their account. If you do not wish this, please log out of your social network accounts before browsing the web.

- Twitter privacy policy can be accessed here: <https://twitter.com/privacy?lang=en>
- LinkedIn privacy policy can be accessed here: <https://www.linkedin.com/legal/privacy-policy>

SurveyMonkey: Just Ideas holds a SurveyMonkey account for use in online research, evaluation and surveys. SurveyMonkey's privacy policy can be found here

<https://www.surveymonkey.com/mp/legal/privacy-policy/#pp-section-8>

Microsoft Office, Zapier and Monday.com:

Just Ideas uses accounts with these suppliers to store and manage files which may contain personal data. As above, the Just Ideas website is hosted by tsoHost.

The privacy policies of these organisations are linked to below:

- Microsoft - <https://products.office.com/en-gb/business/office-365-trust-center-privacy>
- Monday.com - <https://monday.com/trustcenter/privacy>
- Zapier - <https://tinyurl.com/5yetymxz>
- tsoHost - <https://tinyurl.com/2p8ez5rx>

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These are contained in the Just Ideas Data Protection Policy.

Your right to complain to the UK supervisory authority

If you are unhappy with the way in which your personal data has been processed, you may, in the first instance, contact Just Ideas' Data Protection Lead – Richard Usher, Director – e mail richard@just-ideas.co.uk

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner's Office (ICO) for a decision. The ICO is the supervisory authority for the United Kingdom. It is an independent body set up to uphold information rights which can be contacted at:
<https://ico.org.uk/concerns/>

Changes to this privacy policy

Just Ideas reserves the right to remove or amend this privacy policy. If we decide to replace or change it, we will post a new policy or the changes to this privacy policy on this page.

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