

# Privacy Policy

**Last updated: 01/03/2025**

We take your privacy seriously! This Privacy Policy explains how **We Are Thornton Heath (WATH)**, managed by **Thornton Heath Community Action Team (THCAT)**, collects, stores, and protects your personal data when you use our website, app, and services.

By using WATH, you agree to the terms outlined below.

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## 1. Who manages the data?

We Are Thornton Heath (WATH) is a community platform managed by Thornton Heath Community Action Team (THCAT). Our digital services are powered by Loqiva, who process data securely on our behalf.

Your data is collected solely for the purpose of running We Are Thornton Heath. It is securely processed by Loqiva and managed by THCAT.

**We do not sell, share, or use your personal data for anything outside of WATH's core functions.**

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## 2. What data we collect & why

### a) Data You Provide to Us

When you sign up or use WATH, we may collect:

- **Residents (App Users):**
  - Name
  - Email address
  - Postcode
  - Interests (if selected)
  - Location data (if enabled)
- **Organisations & Businesses (Dashboard Users):**
  - Business name
  - Contact name

- Email address
- Business postcode

We use this information to **personalise your experience, improve the app, and allow businesses to share content.**

## **b) Data we collect automatically**

When using WATH, we may collect:

- Device type & browser (to optimise performance)
- IP address (for security & troubleshooting)
- App usage data (to improve features)

**Location Data:** If you enable location services, WATH can send you relevant local updates. You can turn this off anytime in your device settings.

## **c) How long we keep your data**

We only keep your data **as long as necessary** for the purposes described. If you delete your account, your data is erased instantly.

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# **3. How we protect your data**

We take security seriously and have measures in place to protect your information:

- ✓ **Secure UK-Based Storage:** All data is stored securely in the UK.
- ✓ **Encryption:** Loqiva encrypt data in transit to prevent interception.
- ✓ **Access Control:** Only authorised admins can access user data.

We do **not** sell, rent, or share your personal data with third parties.

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# **4. Your rights under GDPR**

Under **UK GDPR**, you have the right to:

- ✓ **Access** your data (request a copy of what we hold).
- ✓ **Correct** any incorrect or outdated information.
- ✓ **Delete** your data (by deleting your account).
- ✓ **Restrict processing** (opt out of certain uses).
- ✓ **Withdraw consent** at any time.

To make a request, email [support@loqiva.com](mailto:support@loqiva.com) with the subject line “Data Request.”

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## 5. Can I delete my account?

Yes! We really hope you don't, but should you decide to leave WATH, you can delete your account directly in the app. **Once deleted, all personally identifiable data is instantly erased.**

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## 6. How we use your data for marketing

We may send updates about community news. You will only receive these if you are registered with WATH. You can unsubscribe anytime.

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## 7. Third-Party services

WATH uses **Loqiva** to run the platform, but they **do not own your data**. They only process it securely on our behalf.

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### Need Help?

If you have any questions about how your data is handled, please contact [support@loqiva.com](mailto:support@loqiva.com).