

Town Digital Hub Privacy Policy

About Town Digital Hub

Town Digital Hub is a secure interactive website on the public Internet for community members to create a personal wellness plan from community assets and give permission to view it to people/organisations that support them. More information about our service including our contact details can be found at our website www.towndigitalhub.info.

Information we collect

We collect certain information about you when you use Town Digital Hub, including:

- Information you provide about yourself in order to use features of Town Digital Hub
- Questions, queries or feedback you leave
- Reviews you make of community assets
- Community assets you include in your personal wellness plan
- Community assets that you help manage
- Actions and interactions for community assets that you help manage
- Technical information about your visit, such as details of which web browser you use
- Information on how you use the site, via cookies and page tagging techniques

This allows us to:

- Support your personal wellness journey
- Help your community identify, manage and develop its assets
- Provide you with information about community assets
- Respond to questions that you ask us
- Improve the Town Digital Hub service
- Anonymise and aggregate information as open data to help providers and other stakeholders improve the places, spaces, services, groups and activities available to you – in particular, to identify community asset gaps, overlaps, and investment opportunities

Where your data is stored

We store your data on our secure servers in the UK and elsewhere, where it could be viewed by our staff or suppliers (except for your password – this is stored using one-way encryption, so we can match it with what you enter when signing in, but not view it).

Keeping your data secure

Transmitting information over the internet is never completely secure, so we can't guarantee the security of your data. Any data you transmit is at your own risk. However, all traffic to/from Town Digital Hub is encrypted, and we have procedures and security features in place to try and keep your data secure once we receive it.

Disclosing your information

Neither we, our staff, or our suppliers will ever share your personal data outside of community healthcare services without first obtaining your explicit consent, unless for administrative purposes (such as backup/recovery) or we have a legal obligation to do so (for example, where we must exchange information with government departments for legal reasons).

Contacting you

The only times we will contact you are when you ask us to or if we have reason to believe that otherwise you would be at risk in some way.

Your rights

To see, update and delete the information that we hold about you, sign in.

Links to other websites

Town Digital Hub contains links to and from other websites. This privacy policy only applies to this website, and doesn't cover other websites that we link to.

Following a link to another website

If you go to another website from this one, read the privacy policy on that website to find out what it does with your information.

Following a link to Town Digital Hub from another website

If you come to Town Digital Hub from another website, we may receive personal information about you from the other website. You should read the privacy policy of the website you came from to find out more about this.

Further information

Contact us by email at towndigitalhub@gmail.com.