

THE HORIZONS PROJECT

Privacy Notice

1. Introduction

The Horizons Project (“Horizons”, “we”, “our”, or “us”) is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, protect, and retain personal information when individuals, professionals, or organisations interact with us, visit our website, or engage with our developing support initiatives.

We handle personal data in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

We may collect and process the following categories of personal information:

- **Enquiry and Contact Details:** Names, email addresses, telephone numbers, and organisational affiliations provided when you contact us with questions, feedback, or collaboration requests.
- **Support and Engagement Information:** When delivery pilot arrangements begin, information gathered through consent-led discussions, referral enquiries, or participation agreements, limited strictly to what is necessary for safe and proportionate support.
- **Website Usage Data:** Standard technical information regarding how visitors navigate our website, collected through secure hosting and analytics to maintain site performance and security.

3. Lawful Basis for Processing

We process personal data only where we have a lawful basis to do so under UK data protection law. This typically includes:

- **Consent:** Where you have explicitly given us permission to process your information for a specific purpose (such as responding to an enquiry or participating in a support pilot).
- **Legitimate Interests:** Where processing is necessary for our legitimate organisational interests in developing, reviewing, and improving non-clinical community support models, provided these interests are not overridden by your rights.
- **Legal Obligation:** Where processing is necessary to comply with a legal or regulatory requirement (such as safeguarding duties or statutory accountability).

4. How We Use Your Information

Personal information collected by Horizons is used exclusively for:

- Responding to enquiries and communicating with individuals, professionals, and partner organisations.
- Developing, managing, and refining our operational models, governance frameworks, and publication resources.
- Ensuring the safety, security, and proper administration of our services and website.
- Complying with safeguarding responsibilities and legal obligations.

5. Data Security and Protection

We implement appropriate technical, administrative, and physical security measures to safeguard personal data against unauthorised access, accidental loss, disclosure, or alteration. Access to personal information is strictly controlled and restricted to individuals who require it to perform authorised project duties.

6. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, or to satisfy legal, accounting, and reporting requirements. When information is no longer required, it is securely deleted or anonymised.

7. Your Rights

Under UK data protection law, you have specific rights regarding your personal information, including:

- **The right to access:** You can request copies of the personal data we hold about you.
- **The right to rectification:** You can ask us to correct inaccurate or incomplete information.
- **The right to erasure:** You can request the deletion of your personal data under certain circumstances.
- **The right to restrict or object:** You can ask us to limit or stop the processing of your data in specific situations.
- **The right to withdraw consent:** Where processing is based on consent, you may withdraw it at any time.

8. Contact Information

If you have any questions about this Privacy Notice, wish to exercise your data protection rights, or want to raise a query regarding how your information is handled, please contact us at:

- **Email:** hello@horizonsproject.uk