



Privacy Policy

Hello World is committed to safeguarding your privacy online. Please read the following policy to understand how your personal information will be treated.

This policy may change, so please check back periodically.

Ø1 What personally identifiable information does Hello World collect from me?

Like many websites, Hello World uses 'cookies' in order to provide you with a more personalised web service. A cookie is a text-only string of information that we pass to your computer's hard disk through your browser so that the website can remember who you are. Cookies cannot be used by themselves to identify you. For more information about cookies, please see www.allaboutcookies.org.

We use two types of cookies on our website: 'per session cookies', which are temporary cookies that remain in the cookies file of your browser until you leave the site; and 'persistent cookies', which remain in the cookies file of your browser for longer (although how long will depend on the lifetime of the specific cookie). These cookies are used to store state information between visits to a site.

We use persistent cookies to provide certain services, so that you do not have to log in repeatedly between visits.

You can easily modify your web browser to refuse cookies, or to notify you when you receive a new cookie. However, you may not be able to use all the features of our site if cookies are disabled. In order to experience the Hello World site fully, we recommend that you leave them switched on.

'Personally identifiable information' is information that enables us to identify you, such as your email address, name, title and address.

We will be using Google Analytics to analyse the use of this website. This generates statistical and other information about website use by using cookies which are stored as mentioned above on the user's computer. For Google's Privacy Policy, please visit <http://www.google.com/privacypolicy.html>.

Ø2 How does Hello World use my information?

Hello World uses the information we collect about you to help us understand more about how our site is used and to be able to send you communications that may be of interest to you, electronically or otherwise.

Ø3 Who is collecting my information?

When you are on the Hello World website and are asked for personal information, you are sharing that information with Hello World alone unless stated otherwise. For example, when you are using our secure online donation pages you are going through Stripe, and it should be clear when you leave our site.

- Ø4 **With whom does Hello World share my information?**
As a general rule, Hello World will not disclose any of your personally identifiable information, except when we have your permission or under special circumstances, such as when we believe in good faith that the law requires it. When you are using our secure online donation pages you are going through to a partner company and the information you give such as your credit card number and contact information is provided so that the transaction can take place.
- Ø5 **What are my choices regarding collection, use and distribution of my information?**
If you sign up to our newsletter, we may send you communications regarding our work and activities, electronically or otherwise. In addition, we may send you direct mail that we feel may be of interest to you. Hello World does not sell, rent or share user information with anyone. Your information will not be shared with third parties without your consent.
- Ø6 **What is Hello World's policy on allowing me to update, correct or delete my personally identifiable information?**
The accuracy of your individual identifying information is important to us. If you change email address or any of the other information we hold is inaccurate or out of date, please email us at hello@projecthelloworld.org.
- Ø7 **How does Hello World protect my personal identifiable information?**
Hello World is committed to taking reasonable steps to protect the 'personally identifiable information' that you provide to us.
- Ø8 **What about children's privacy?**
The safety of children is very important to us. Children should always ask a parent for permission before sending personal information to anyone online.
- Ø9 **What security precautions are in place to protect the loss, misuse or alteration of my information?**
When you give Hello World personal information, that information may be stored and processed outside of the UK. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, Hello World cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk. Once we receive your transmission, we make our best effort to ensure its security on our systems.



WHISTLEBLOWING POLICY

September 2020

At Hello World, it is vital that everyone who works for us or with us maintains the highest standards of conduct, integrity and ethics, and complies with local legislation. If an employee, volunteer, partner, consultant or contractor has any genuine concerns about malpractice, we wish to encourage them to communicate these without fear of reprisals and in the knowledge that they will be **protected from victimisation and dismissal.**

As a small team, we trust our staff to act with honesty and integrity. Our whistleblowing policy is a huge part of this. If you suspect anyone associated with Hello World of acting in a way that is illegal, immoral, violates our code of conduct or constitutes a safeguarding risk we expect, encourage and implore you to speak out about it.

Your first point of contact should be your immediate line manager, however, if you feel that is inappropriate or if the allegation pertains to them directly there are several potential contacts.

CEO - Katrin McMillan - katrin@projecthelloworld.org

COO- Angharad Jones -
angharad@projecthelloworld.org

Malpractice includes (but is not limited to) the issues listed below:

- Financial wrongdoing including theft, bribery, fraud, money laundering and aid diversion
- A failure to comply with any legal obligations
- Sexual misconduct, including sexual abuse, harassment or exploitation
- Abuse or exploitation of children, vulnerable adults or beneficiaries
- Breach of Hello World policy
- Abuse of position
- Danger to the health and safety of individuals or damage to the environment
- Improper conduct or unethical behaviour
- Activity which would bring the organisation into serious disrepute
- The deliberate concealment of information relating to any of the matters listed above

If you have a genuine concern and have a reasonable belief it is in the public interest, even if it is later discovered that you are mistaken, under this policy you will not be at risk of losing your job or from suffering any form of retribution as a result. This assurance will not be extended to an individual who maliciously raises a matter they know to be untrue or who is involved in any way in the malpractice. Those found to be making false allegations maliciously will have disciplinary action taken against them.

Malpractice is not a complaint about the performance and behaviour of a manager or other work colleague towards you. Such complaints will be directed for action to Hello World's HR policies and procedures.

If you genuinely believe that the actions of someone who works for Hello World could lead to or has resulted in malpractice, please follow the procedure below.

1. Raise the matter with your line manager, who will consult with the appropriate contact point. If you feel that you are unable to raise the matter with your line manager, and you are able to, raise it with a more senior manager.

At the point of raising a concern it would be useful for you to share information describing:

- Whether anyone is at immediate risk of harm?
- What happened? If possible make note of dates, times, places, people.
- Who is involved?
- How do you know about it?
- When were you first concerned about it?
- Have you told anybody about it?
- Was any action taken?

All managers should:

- Report incidents of theft, fraud, or corruption immediately to Hello World's Fraud and Corruption lead (COO)
- Report Safeguarding concerns relating to sexual abuse or exploitation of children, vulnerable adults, beneficiaries or any Hello World representative to Hello World's Safeguarding lead
- Report any other incidents of malpractice in the workplace to your HR team, or to the Head of Human Resources

2. A decision will be made on whether it is appropriate to handle such complaints under this policy. Where not appropriate the complainant will be informed and their permission sought to divert the issue to the appropriate HR procedure.

3. When matters are reported to the Fraud and Corruption lead, Hello World's Fraud and Corruption policy will be followed. If an investigation is conducted, the outcome may involve taking disciplinary action if misconduct has been proved, which may include dismissal.

4. When matters are reported to the Safeguarding lead, Hello World's Safeguarding Investigation Guidelines will be followed. If an investigation is conducted, the outcome may involve taking disciplinary action if misconduct has been proved, which may include dismissal.

You will be notified once the matter has been resolved, but outcomes are subject to confidentiality and may not be communicated.

Hello World will take appropriate action, which may end in dismissal, in accordance with the relevant procedure against any employee, volunteer or consultant who:

- Has been found to be victimising another individual for using this procedure, or deterring them from reporting genuine concerns under it.
- Made a disclosure maliciously that is known to be untrue or without reasonable grounds for believing that the information supplied was accurate.

Frequently asked questions

What if the line manager is involved in the alleged malpractice in some way?

If the line manager is involved in the alleged malpractice in some way, the matter should be raised with the next senior manager in the management line. Concerns regarding financial wrongdoing may be raised directly with the Fraud and Corruption (COO) lead and concerns relating to sexual abuse or exploitation of children, vulnerable adults, beneficiaries or any Hello World representative to the Safeguarding lead.

Can the disclosure be made anonymously?

You are strongly encouraged not to make anonymous disclosures as details and further concerns cannot then be checked with you and this may seriously limit the ability of investigators to pursue your concerns. Nonetheless, all disclosures, made anonymously or otherwise, will be reviewed but lack of information may limit the nature, extent and outcome of the investigation.

Who will conduct the investigation?

Normally an independent person from within Hello World will be appointed. On rare occasions, or for complex cases such as safeguarding, external investigation support may be sought.

What if the matter involves a criminal offence?

The issue may also be reported to the police if a criminal offence, such as fraud or theft, or sexual assault has been committed.

What if the matter is a complaint about the performance or behaviour of a manager or colleague against me?

Such complaints will be directed for action to the appropriate HR policy under unless the concerns relate to concerns of sexual misconduct or other forms of malpractice listed in this policy.