



Hygiene Hub

Hygiene Hub Privacy Statement

Introduction

Hygiene Hub Company Limited by Guarantee (“Hygiene Hub”) is a grass-roots, people-powered charity working to end hygiene poverty across Ireland by freely providing hygiene, personal care and household cleaning items to those who need them. We are compassionate, collaborative and rooted in community. We believe that being clean is a right, not a privilege and yet many in Ireland cannot afford the everyday essential hygiene items most of us take for granted. We are a network of supporters, volunteers and partners working towards a simple mission: to tackle hygiene poverty across Ireland.

Purpose

The purpose of this statement is to set out what data Hygiene Hub will collect and for what purposes, all in line with current data protection and privacy laws.

Scope

This policy applies to Hygiene Hub, operating in the Republic of Ireland only, and explains how we will use the personal information supplied to us by our supporters or other parties.

The legal reason for processing data from our supporters

The legal reason for processing your data will depend upon the circumstances in which it is being collected and used, but will in most cases fall into one of the following categories:

- Where you have provided your consent to allow us to use your data in a certain way (e.g. if you have opted to receive regular updates about our work)
- Where the processing is necessary to carry out a contractual relationship (e.g. as a referral agent, a client in receipt of our services or a contractor carrying out work on our behalf)
- Where the processing is necessary in order for us to comply with a legal obligation (e.g. when a supporter signs up as an official volunteer)

- Where it is within our legitimate interests to perform our functions (e.g. processing donations or sending administrative communications where our legitimate interest is to deliver our charitable purposes)

The legitimate interests of Hygiene Hub are the immediate benefits that the charity provides to individuals through its work supplying hygiene products, and the wider benefits this brings to society.

How we collect your personal data

We collect personal information in the following ways:

- When you give it to us directly (eg. Signing up to our newsletter, as a volunteer, other supporter or as a partner).
- When you give other parties permission to share your data with us (eg. donating via a fundraising page).

What information we collect

Your personal details will only be used in a way you would reasonably expect, or have agreed to. The type and quantity of information we collect and how we use it depends on why you are providing it.

- When you make a donation via a fundraising page you will opt in to share information with us. This could include your full name, email address and phone number. This does not include any bank details. In line with [iDonate's](#) Privacy Statement, Hygiene Hub will not use the personal information supplied for marketing purposes, unless you have opted in when donating.
- When you sign up as a volunteer or partner, we will collect your name and contact details for the purpose of the relationship.
- When you sign up to our newsletter, we will collect your name and email in order to supply you with our regular newsletter

How we will use your personal data

How we use the information will largely depend on your relationship with us and why you are providing it. We may use the information you provide to:

- Fulfil your requests and to give you the information, support or services you ask for.
- Keep a record of your relationship to us, details of any contact or communication which we have with you and to comply with our administrative duties and financial regulations.
- Process donations and other financial payments, including sending thank you letters and receipts.

- To claim tax back on your donation in line with the Revenue Charitable Donation Scheme.
- Carry out statistical analysis in order to develop organisational strategy and help us to understand how we can improve our services and meet the needs of people that require our help.
- Investigate and respond to complaints, legal claims or other issues. At times, we may need to use your personal information to prevent fraud or to identify misuse of our services.
- Monitor and record information on contractors and volunteers for the purpose of recruitment, payment for contractual services, safety and performance management.
- We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.
- We will not release the names of any donors without their permission.

Direct Marketing

Continued support to Hygiene Hub helps thousands of people facing hygiene poverty get access to vital hygiene provisions at a time when they need it most. With your consent, we will keep you informed of our news, information, fundraising events and campaigns so we can continue to raise income and awareness of the charity.

By signing up to our Newsletter, you are agreeing to regular email updates on the work of Hygiene Hub. If you choose for us to contact you through our newsletters, every newsletter we send will include a link to enable you to change your preferences or to opt out of receiving future marketing messages.

By signing up to volunteer with Hygiene Hub, we offer you the option to tell us what type of information you would like to receive and how you prefer to hear from us; by post, email, phone, SMS, or instant messaging service (e.g. WhatsApp).

Who we may share your information with

We never sell any of your personal information to any organisation for any reason. We do not pass your personal data on to any other country or international organisation unless explicitly stated. We do not use your data in any automated decision-making or automated profiling activities.

We will only share your data with another party with your consent for one or more of the following purposes:

- Irish Revenue – to make claims on tax back
- Banks or other payment providers – to authorise or make transactions

- Financial and legal advisers in the event we need to obtain advice and protect or defend our legal rights
- Law enforcement bodies in order to comply with any legal obligation or court order, or which we reasonably believe that we need to disclose your information to for such purposes.

How long we will keep your data

How long we keep your personal information will depend on your relationship with us and the reason why you are providing us with your data.

As a volunteer

If you are providing information to us as a volunteer, we will keep your data for as long as you continue to give us your time and support. If you decide that you are no longer able to volunteer with Hygiene Hub or provide us with your support, then we will remove you from mailing lists and Whatsapp groups no later than 30 days after we receive notice that you are withdrawing your support. Where a volunteer joins any newsletter upon stepping back, their contact information will be retained purely for that purpose.

Hygiene Hub will retain a volunteers' personal information for 2 years after someone has stopped volunteering, unless for specific purposes (for example; if they have signed up to the Supporter Newsletter). A volunteer may request their personal data be deleted upon stopping volunteering.

As a supporter

If you are providing us with your personal data through joining our newsletters (for example, your email) we will keep your data until you request its deletion.

If you are providing us with personal data in relation to being a Corporate Partner, Community Partner, Schools Partner (for example; email or phone number) we will keep this data until support is withdrawn or you request its deletion.

If you are providing us with your personal data as a financial donor, we will keep your data for as long as you continue to give us your financial support and as required to operate our services in accordance with legal, tax and accounting requirements. This will be a period of not longer than 7 years. Where your information is no longer required, we will ensure it is disposed of in a secure manner. Where a donor joins any newsletter, their contact information will be retained purely for that purpose.

How we protect your personal information

We place great importance on keeping your information secure, accurate and up-to-date.

We have security measures in place to protect against the loss, misuse and alteration of personal data under our control. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to try to prevent this.

We protect your data by:

- Making sure that only the people who are authorised to use the data can access it.
- Making sure that data is accurate and used only for the purposes as intended.
- Making sure that individuals have a right to access their own personal information held by Hygiene Hub.

Our website

With your consent, our website uses cookies which are small text files that are placed onto your device and collect information about the way in which you navigate and use our website and the internet. Cookies also allow features on our website which are managed by 3rd parties to function. Upon opening our website for the first time users are prompted to accept or decline optional cookies. Essential cookies must be accepted to allow our website function. Most web browsers automatically save your decision. You can change your browser to prevent this, but this may mean you cannot get all the benefits of using our website.

Our site and social media pages may contain links to other websites run by other organisations which we do not control. This policy does not apply to those other websites, so we encourage you to read their privacy policies. We are not responsible for the privacy policies and practices of other websites (even if you access them using links that we provide) and we provide links to those websites solely for your information and convenience. Your disclosure of personal information to third party websites is at your own risk.

In addition, if you came to our site from a third party website, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party website and recommend that you check the policy of that third party website.

Your rights regarding the personal data we hold

You have the right to request a copy of the personal information we hold about you and details of how we use that information (called a Subject Access Request). If you think any of the personal information we hold about you is inaccurate, you may also request that it is corrected. You also have a right, in certain circumstances, to require us to stop processing your personal information and for us to erase the data we hold about you.

Please email info@hygienehub.ie to exercise any of these rights.

Updating your details

If you want to update any of the information we hold for you, or you think any information we have about you is incorrect or incomplete, please email info@hygienehub.ie

Revision history and next review

Policy Document:	Privacy Statement
Version:	3.0
Approved by, Date:	04/06/2026

Signed:



Chair of the Board