

# LEND A HAND PRIVACY POLICY

**Last Updated:** 7/06/2026

## Introduction

Welcome to Lend a Hand.

At Lend a Hand, we are committed to protecting your privacy and handling your personal information responsibly and transparently.

This Privacy Policy explains:

- What personal information we collect
- How we use it
- How we store it
- Your rights under UK GDPR and Data Protection Law
- How to contact us regarding your data

By using Lend a Hand, you agree to the practices described in this Privacy Policy.

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## 1. Who We Are

Lend a Hand is an online marketplace connecting local people who need help with everyday tasks to local people willing to lend a hand.

For the purposes of UK GDPR, Lend a Hand is the Data Controller of your personal information.

Data Controller: Mr A Broughton

### **Lend a Hand**

Email: [admin@lendahand.com](mailto:admin@lendahand.com)

Address: 3 Armistice Drive, Winsford, Cheshire, CW7 4FQ

Website: TBC

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## 2. Information We Collect

### Information You Provide

When creating an account, posting jobs or using our services, we may collect:

### **Account Information**

- Full name
- Email address
- Password (encrypted)
- Profile photograph

### **Location Information**

- Postcode
- Travel radius preferences
- Town and county information

### **Contact Information**

- Phone number
- Email address
- Preferred contact method

### **Profile Information**

- About Me information
- Reviews
- Ratings
- Job history

### **Job Information**

- Job descriptions
- Job photos
- Job locations
- Payment offers
- Communications relating to jobs

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## **Payment Information**

Subscriptions are processed through Stripe.

Lend a Hand does not store:

- Full card numbers
- Security codes
- Payment credentials

Payment information is handled securely by Stripe.

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## Automatically Collected Information

When you use the platform we may collect:

- IP address
- Browser type
- Device information
- Operating system
- Website usage data
- Login activity
- Cookie data

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## 3. How We Use Your Information

We use your information to:

### Provide Services

- Create user accounts
- Match users with jobs
- Facilitate communication
- Manage subscriptions

### Improve the Platform

- Understand user behaviour
- Improve user experience
- Develop new features

### Security

- Prevent fraud
- Detect misuse
- Protect users
- Investigate complaints

### Legal Obligations

- Comply with legal requirements
  - Respond to lawful requests
  - Resolve disputes
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## 4. Legal Basis for Processing

Under UK GDPR we rely on the following lawful bases:

### **Contract**

To provide the services requested by users.

### **Legitimate Interests**

To operate and improve the platform safely and effectively.

### **Legal Obligations**

Where required by law.

### **Consent**

Where users explicitly consent to marketing communications.

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## 5. Sharing Information

We do not sell personal data.

We may share information with:

### **Other Users**

When a job offer is accepted:

- Contact information may be shared
- Relevant profile information may be visible

### **Service Providers**

Trusted providers assisting with:

- Hosting
- Payments
- Email delivery
- Analytics
- Security monitoring

Examples may include:

- Stripe
- Supabase
- Google Analytics
- Cloud hosting providers

### **Legal Authorities**

Where required by law.

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## **6. Data Security**

We take appropriate technical and organisational measures to protect your information.

These measures include:

- Encrypted passwords
- Secure hosting
- SSL encryption
- Access controls
- Regular security monitoring

However, no online service can guarantee complete security.

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## **7. Data Retention**

We retain personal information only for as long as necessary.

Generally:

### **Active Accounts**

Data is retained while accounts remain active.

### **Closed Accounts**

Data may be retained for:

- Legal obligations
- Fraud prevention
- Record keeping

Typically, no longer than necessary.

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## 8. Cookies

We use cookies to:

- Maintain login sessions
- Improve website performance
- Understand website usage
- Enhance user experience

Users may manage cookies through browser settings.

A separate Cookie Policy may be provided.

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## 9. Marketing Communications

Users may choose to receive:

- Product updates
- Community news
- Promotions
- Service announcements

Users may unsubscribe at any time using the unsubscribe link in communications.

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## 10. Your Rights Under UK GDPR

You have the right to:

### **Access**

Request a copy of your personal information.

### **Rectification**

Correct inaccurate information.

### **Erasure**

Request deletion of personal information.

## **Restriction**

Request limitation of processing.

## **Data Portability**

Request a copy of your data in a portable format.

## **Objection**

Object to certain processing activities.

## **Withdraw Consent**

Withdraw consent at any time.

To exercise any of these rights, contact us using the details below.

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# **11. Children's Privacy**

Lend a Hand is intended for users aged 18 and over.

We do not knowingly collect information from children.

If we become aware that information has been collected from a child, we will remove it promptly.

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# **12. International Data Transfers**

Where service providers process information outside the UK, we will ensure appropriate safeguards are in place in accordance with UK GDPR requirements.

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# **13. Third-Party Links**

Our platform may contain links to third-party websites.

We are not responsible for the privacy practices of external websites.

Users should review the privacy policies of any third-party services they visit.

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## 14. Changes to This Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page.

Continued use of the platform constitutes acceptance of updated policies.

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## 15. Contact Us

For questions regarding this Privacy Policy or your personal information:

### **Lend a Hand**

Email: [admin@lendahand.com](mailto:admin@lendahand.com)

Website: TBC

Postal Address: 3 Armistice Drive, Winsford, Cheshire, CW7 4FQ

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## 16. Complaints

If you are unhappy with how we handle your personal information, you have the right to lodge a complaint with:

### **Information Commissioner's Office (ICO)**

Website:

<https://www.ico.org.uk>

Address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

United Kingdom

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## **Lend a Hand**

**No Job Too Small**

**Local People Helping Local People**