**Final Software Projects report - Ethical Audit**

**Privacy Policy**

Helping Hand ensures personal information is used and collected in a way where our users have a right to expect that all data is treated with total confidentiality. Our Privacy Policy is designed to help users understand how we collect and use personal information. We have aimed to make informed decisions when using our websites and any features on them, including registration and user login.

What personal information do we collect?

The personal information that we collect may include users name, contact details (phone numbers, email address), home address, date of birth, academic subjects, languages, complimentary subject, support subjects, musical instruments, level of study, mode of study, as well as any other personal information that users may supply us with.

How personal information is collected?

The only personal information that we collect is the data users choose to disclose. For example, users may provide us with their information when they post a job request on our site, when they register to use our services, when they contact us (online or offline) or when they have updated information on their accounts.

What we do with personal information?

Users personal information will be used, for example, to provide them with the relevant services, to process their requests online, to improve the services offered by us, for market research purposes, to prevent or investigate security breaches or fraud and otherwise to better meet the needs and preferences of the users. We never share any of our user’s information with third parties without their consent.

**Data protection**

Helping Hand will need to process (that is, collect, use, store and ultimately destroy) personal data about our user (as a tutor or parent) to be able to record their application for the services, to authenticate user credentials, to gain access into user’s account and to maintain contact with the users. All data records will be stored and managed via our central database system. This will be controlled by the Helping Hand development team. Each member is responsible in ensuring that computer records are password protected and not shared with any other individuals outside of the Helping Hand development team. In the case of if users decide to have their accounts closed, all their personal data they have provided us will be permanently deleted off our database system and no longer retrievable.

**Intellectual property**

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