

3DCrowd Privacy Notice

Last updated: 1 April 2020

3DCrowd respects your right to privacy. This Privacy Notice explains who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights. If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided at the bottom of this Privacy Notice.

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This Privacy Notice is divided into sections. We recommend that you read this Privacy Notice in full to ensure you are fully informed. However, if you only want to review a particular section of this Privacy Notice, then you can scroll down to view the appropriate section.

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What does 3DCrowd do?

3DCrowd is a community interest company based in the United Kingdom which was set up to create and deliver essential personal protective equipment ("PPE") to NHS staff, care workers and other front line staff dealing with the Covid19 pandemic.

Some definitions

Everyone involved with 3DCrowd, is a volunteer that is generously donating time, supplies or both.

When someone is volunteering their time to perform organisation, coordination and/or administration activities for 3DCrowd, we call this being a “**Volunteer Admin/Coordinator**”.

When someone is volunteering their time to produce or procure supplies (such as 3D prints, elastic, visors etc.), and then donating them to 3DCrowd, we call this being a “**Volunteer Member**”.

It is important to appreciate that these definitions are not mutually exclusive, and you may fall under one or both of them at different times depending on the different activities that you are carrying out.

We call the end recipients of the PPE that we supply (e.g. hospitals, care homes and their workers) “**End Users**”.

What personal information does 3DCrowd collect and why?

The personal information that we may collect about you broadly falls into the following categories:

- **Information that you provide voluntarily**

Certain parts of <https://www.3dcrowd.uk/> (our “**Website**”) and business applications ask you to provide personal information voluntarily: for example, we ask you to provide your contact details in order to register to volunteer with us, or to submit sponsorship enquiries to us.

Some of the personal information that you provide may include sensitive personal information, such as health-related information, which we need to protect other volunteers and our staff from the risk of infection. We only ask for the minimum amount of information necessary.

- **Information that we collect automatically**

When you visit our Website or business applications, we may collect certain information automatically from your device.

Specifically, the information we collect automatically may include information like your IP address, device type, unique device identification numbers, browser-type, broad geographic location (e.g. country or city-level location) and other technical information. We may also collect information about how your device has interacted

with our Website or business applications, including the pages accessed and links clicked.

Collecting this information enables us to better understand the visitors who come to our Website and business applications, where they come from, and what content on our Website and business applications is of interest to them. We use this information for our internal analytics purposes and to improve the quality and relevance of our Website and business applications to our visitors.

Who does 3DCrowd share my personal information with?

We may disclose your personal information to the following categories of recipients:

- where you are an End User, or where you act as a Volunteer Member, we will share your contact details with our **Volunteer Admin/Coordinators** to assist us in collecting and distributing your printed items, all of whom are obliged to use your personal information solely for providing our service;
- to our **third party services providers** who provide data processing services to us (for example, to support the delivery of our Website and business applications), or who otherwise process personal information for purposes that are described in this Privacy Notice or notified to you when we collect your personal information. See also the section below "**A note about certain third party service providers**";
- to any **competent law enforcement body, regulatory, government agency, court** or similar third party where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights, or (iii) to protect your vital interests or those of any other person;
- to an actual or **potential acquirer** (and its agents and advisers) in connection with any actual or proposed merger or acquisition of any part of our business, provided that we inform the acquirer it must use your personal information only for the purposes disclosed in this Privacy Notice; and
- to any **other person with your consent** to the disclosure.

We may also publish anonymous, aggregated reports (which cannot identify you in person) to promote our service.

Legal basis for processing personal information

Our legal basis for collecting and using personal information will depend on the personal information concerned and the specific context in which we collect it.

We will normally collect personal information from you only (i) where the processing is in our legitimate interests and not overridden by your rights, or (ii) where we have your consent to do so. In some cases, we may also have a contract to fulfil with you, a legal

obligation or may otherwise need the personal information to protect your vital interests or those of another person.

If we collect and use your personal information in reliance on our legitimate interests, these interests will normally be to facilitate logistics essential to our service and facilitate the delivery of PPE. If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under [the “How to contact us” heading below](#).

Cookies and similar tracking technology

We use cookies and similar tracking technology (collectively, “Cookies”) to collect and use personal information about you. For further information about types of Cookies and how you can control Cookies, please see <https://allaboutcookies.org/>

How does 3DCrowd keep my personal information secure?

We use appropriate technical and organisational measures to protect the personal information that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal information.

International data transfers

Your personal information may be transferred to, and processed in, countries other than the country in which you are resident. These countries may have data protection laws that are different to the laws of your country (and, in some cases, may not be as protective).

Specifically, although our Website server is located in the UK, our third party service providers [Google](#), [AppSheet](#), [MailChimp](#), [HubSpot](#) and [Slack](#) operate around the world. This means that when we collect your personal information we may process it in any of these countries.

However, we have taken appropriate safeguards to require that your personal information will remain protected in accordance with this Privacy Notice.

Data retention

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Your data protection rights

You have the following data protection rights. To exercise these at any time, contact us using the contact details provided under [the “How to contact us” heading below](#).

- You can **access, correct, update or request deletion** of your personal information.
- In addition, you can **object to processing** of your personal information, ask us to **restrict processing** of your personal information or **request portability** of your personal information.
- You have the right to **opt-out of marketing communications** we send you at any time. You can exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing e-mails we send you.
- Similarly, if we have collected and process your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a data protection authority** about our collection and use of your personal information. For more information, please contact your local data protection authority, which for the UK is the [Information Commissioner's Office](#).

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

Updates to this Privacy Notice

We may update this Privacy Notice from time to time. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make. You can see when this Privacy Notice was last updated by checking the “last updated” date displayed at the top of this Privacy Notice.

A note about certain third party service providers

3DCrowd was set up quickly to address the emerging PPE crisis following the onset of the Covid19 pandemic. In the time before 3D Crowd CIC was incorporated, 3D Crowd was an unincorporated association, and various vital services were urgently procured by individual members in the name of that association. These included Slack (so we could communicate) and Google (so we could share documents and records).

We are working hard to transfer all the shared services that we use into the name of 3D Crowd CIC as quickly as possible. In some cases, however, this is taking longer than we would have liked due to administrative difficulties.

Where third party services have not yet been transferred into the name of 3D Crowd CIC, it is our understanding that, until such time as the transfer has been made, 3D Crowd CIC will likely be joint data controller with the individual who originally contracted for those third party services.

At such time as this is resolved, we will update this Privacy Policy in line with the previous section.

How to contact us

If you have any questions or concerns about our use of your personal information, please email privacy@3dcrowd.org.uk.

Subject to the note above about third party service providers, the data controller of your personal information is [3D Crowd CIC](#).

Revision history

Version	Approved by	Release date	Change history
1.0	Andrew Boucher	1 Apr 2020	Initial release