

HIKIKOMORI UK

Privacy Policy

Last updated: August 2026

1. Who We Are

Hikikomori UK ("we", "us", "our") is a volunteer-led information network for parents, carers, and families affected by prolonged social withdrawal (hikikomori). We respect the dignity, autonomy, and perspectives of individuals experiencing hikikomori in all our activities.

If you have questions about this policy or your personal data, contact us at info@hikikomori.org.uk.

2. Information We Collect

We may collect names, usernames, email addresses, contact form submissions, resource submissions, peer group participation information, and information voluntarily shared about caring experiences, wellbeing, or family circumstances.

We may collect and process the following data via our website:

- **Information you provide:** name, email address, and message content when you use our contact form or sign up for communications.
- **Donation information:** processed securely by a third-party payment provider. We do not store your payment card details.
- **Usage data:** if you consent to analytics cookies, we collect anonymised information about how you use our website (pages visited, time on site) via Google Analytics.
- **Technical data:** your IP address, browser type, and device information transmitted automatically when you visit our site. This data is not used to identify you personally.

We do not collect any data via the Facebook group.

We ask members not to share identifying information about children or family members.

Platform providers (Facebook and Zoom) collect and process data under their own privacy policies.

3. How We Use Information

We use the information provided to:

- Respond to enquiries.
- Provide information and signposting you have requested.
- Manage our online communities and peer groups.
- Improve our website and resources based on anonymised usage data (with your consent).
- Maintain safeguarding.
- Comply with legal and regulatory obligations.

4. Lawful Bases

Under UK GDPR, we rely on the following legal bases:

- **Consent:** for analytics cookies and optional communications.
- **Legitimate interests:** to operate and improve the network's services.
- **Legal obligation:** to comply with applicable laws.

Where individuals voluntarily share health or wellbeing information, we process it in accordance with UK GDPR requirements for special category data and follow our [Safeguarding Policy](#).

5. Online Communities

We operate online communities including Facebook groups and peer self-help groups.

Members are responsible for information they choose to share.

Platform providers process data under their own privacy policies.

6. Data Sharing

We do not sell personal data, and we will never share your personal data with third parties for marketing purposes. Information may be shared with service providers, platform providers, or safeguarding and law-enforcement authorities where required by law or necessary to protect someone from serious harm.

7. Safeguarding

Confidentiality is not absolute. We may share information where there is a serious risk of harm to a child, adult at risk, or another person. See our [Safeguarding Policy](#).

8. Cookies

We use cookies to help us understand how visitors use our website. Cookies are small text files stored on your device.

- **Essential cookies:** required for the website to function. These include your cookie consent preference. No consent is required for these.
- **Analytics cookies:** we use Google Analytics to collect anonymised data about website usage. These cookies are only set if you give explicit consent via our cookie banner.

You can change your mind at any time using the "Cookie preferences" link in the footer of every page (also available on our Policies & Governance page). Withdrawing consent stops analytics tracking immediately and removes the Google Analytics cookies from your device.

9. Third-Party Services

We use the following third-party services:

- **Google Analytics:** website usage analysis (only with your consent). See [Google's Privacy Policy](#).

When donations open, they will be processed by a third-party payment provider; we will name the provider and link to its privacy policy here before taking any donations.

10. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including to satisfy legal, accounting, or reporting requirements. Enquiries and resource submissions are generally retained for up to two years unless longer retention is required. Mailing list data is retained until you unsubscribe.

11. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate data.
- Request deletion of your data.
- Object to or restrict processing of your data.
- Data portability: receive your data in a structured, machine-readable format.
- Withdraw consent at any time (where consent is our legal basis).

To exercise any of these rights, email us at info@hikikomori.org.uk. We will respond within 30 days.

12. Children and Family Privacy

We do not knowingly collect personal information directly from children, and our website is not directed at children under 13. We encourage members not to share identifying information about children or other family members. If you believe we have collected data from a child, please contact us immediately.

13. Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated revision date. We encourage you to review this page periodically.

14. Complaints

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the [Information Commissioner's Office \(ICO\)](#).