

Relating to all data and records for projects undertaken and managed by Supporting Links Ltd.

Policy operational date: 1st September 2026 until review 1st September 2029

Policy review: This policy will be reviewed every three years.

At Supporting Links Ltd, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@supportinglinks.co.uk

Who are we?

We are a Social Enterprise, providing parenting support through courses, workshops and 1:1 mentoring of parents, children and professionals who work with parents or children.

- Our company registration number is: 07669541
- Our ICO registration number is: ZA101419

How do we collect information from you?

- When you telephone us to enquire about or book a course or workshop
- When you communicate with us by email
- When you sign up to our mailing list
- When you otherwise contact or communicate with Supporting Links
- When you provide information as part of accessing our services
- From professionals or organisations referring you to our services, where applicable. Where information is provided to us by another organisation, we will handle it in accordance with applicable data protection law.

Mailing list

If you subscribe to our mailing list, we use your email address to send you information from Supporting Links, which may include information about courses, workshops, news and other relevant activities.

Every marketing email includes an unsubscribe link.

You can unsubscribe at any time by clicking the unsubscribe link in our emails or by contacting us at info@supportinglinks.co.uk

Unsubscribing from marketing communications will not affect your ability to receive essential communications relating to a course or service you are attending.

What type of information is collected from you?

When you contact us or book onto one of our courses or workshops, we may collect:

- Your name, address and contact details
- The ages of your children
- Information about what you would like to get from the course
- Information about any professional support you currently have in place for your child

- Information about disabilities, additional needs or adjustments that may be needed to support you to participate in the course
- Your religion & ethnicity (optional, for demographic monitoring)
- Information necessary to confirm your eligibility, administer your booking and provide the course or workshop

We aim to collect only information that is relevant and necessary for the purposes described in this Privacy Policy.

You are not required to provide information that is not necessary for your participation in a course or workshop. Where particular information is needed to establish eligibility or to provide appropriate support, we will explain this where appropriate.

Why we use your information

We use personal information to:

- Check whether you are eligible for a particular course or workshop
- Process and manage your booking
- Contact you about your booking or attendance
- Deliver the course or workshop
- Understand what support you are looking for from the course
- Make reasonable arrangements to support disabilities or additional needs
- Understand what professional support may already be in place where this is relevant to delivering the service
- Monitor and evaluate our services
- Meet our safeguarding responsibilities
- Maintain appropriate records of the services we provide
- Comply with legal and regulatory obligations
- Produce demographic and statistical information for our funders
- Communicate with you where you have chosen to receive communications from us

We will only use your information for purposes that are compatible with the purposes for which it was collected, unless we have a lawful basis to use it for another purpose.

Our lawful bases for processing personal information

Under UK data protection law, we must have a lawful basis for processing your personal information. Depending on the circumstances, we may rely on one or more of the following lawful bases:

Providing our services

We may process information where this is necessary to take steps at your request or to provide the course, workshop or other service you have requested.

Legitimate interests

We may process information where this is necessary for our legitimate interests, such as administering our organisation, managing our services, maintaining appropriate records, evaluating our work and communicating appropriately with service users.

When relying on legitimate interests, we consider your interests and rights and ensure that our processing is necessary and proportionate.

Legal obligation

We may process information where this is necessary for us to comply with a legal or regulatory obligation.

Consent

Where appropriate, we may ask for your consent to process particular information. Where we rely on consent, you have the right to withdraw your consent.

Special category information

Some information we collect is considered **special category data** under UK GDPR because it is particularly sensitive.

This may include:

- Information about disability or health-related needs
- Information about ethnicity
- Information about religion or religious beliefs

Special category data receives additional protection under data protection law. We will only process this information where we have both a lawful basis under Article 6 of the UK GDPR and an appropriate additional condition under Article 9.

We collect information about disabilities and additional needs where this is necessary to understand eligibility, deliver our courses safely and appropriately, or make reasonable arrangements to support participation.

We collect information about religion and ethnicity for monitoring and equality purposes. This information is used to help us and our funders understand who is accessing our services and to monitor the reach of our courses.

We will take appropriate measures to protect special category information and restrict access to people who have a legitimate need to use it.

Information about children

As part of providing parenting support, we may collect limited information about your children, such as their ages and information relevant to their support needs.

We collect this information because it is relevant to assessing eligibility, understanding the support required and delivering our parenting courses and workshops.

We recognise that information relating to children requires particular care. We aim to collect only information that is necessary and relevant to providing our services and will protect it in accordance with applicable data protection law. The ICO states that children have the same data protection rights as adults and that organisations should take particular care to provide clear privacy information when handling children's information.

Information provided to funders

Much of the work provided by Supporting Links is funded by external organisations. We may be required to provide funders with information about the people accessing our courses so that they can understand the reach and effectiveness of the services they fund.

We do not provide funders with personally identifiable information about individual parents through our routine course monitoring.

Instead, we provide demographic information in grouped or aggregated form, for example the number of participants within particular demographic categories on a particular course and how many people completed the sessions.

The information provided to funders does not identify individual participants.

How is your information used?

We may use your information to:

- Provide services you have signed up for.
- Contact you with information relating to the services you have requested.
- Provide anonymous demographic information to our commissioners.
- Where you have given explicit permission, pass your contact details on to professional partners for follow up purposes.
- Where you have given your explicit permission, contact you in the future to follow up on the services we have provided.
- Fulfil our duties under statutory safeguarding guidelines.
- Process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

Private work and payments

For private work, we do not take payments through our website.

We may collect information necessary to provide the agreed service and issue invoices. This may include names, contact details, organisation details and billing information.

Financial and invoicing information will be retained for as long as necessary to meet our legal, accounting and business requirements.

Who we share information with

We do not sell your personal information.

The staff who are working with you and the Directors of Supporting Links have access to your information.

We may share personal information where necessary and lawful with:

- Organisations that refer participants to our services
- Service providers who help us operate our organisation, such as IT, email or administrative service providers
- Government bodies, regulators or law enforcement agencies where we are legally required to do so
- Organisations where sharing is necessary to protect someone's safety or vital interests

Where we provide information to funders for routine monitoring, we provide grouped or aggregated demographic information rather than personally identifiable information, as described above.

Where we use another organisation to process personal information on our behalf, we take appropriate steps to ensure that the information is handled securely and in accordance with applicable data protection requirements.

How we protect your information

We take appropriate technical and organisational measures to protect personal information against accidental loss, unauthorised access, alteration, disclosure or destruction.

Access to personal information is restricted to people who have a legitimate reason to access it.

We take particular care with sensitive and special category information.

We do not transfer your information outside the EU.

However, no method of storing or transmitting information can be guaranteed to be completely secure.

How you can access your information

Your data protection rights

Depending on the circumstances, you have rights under UK data protection law including:

- The right to know how we use your personal information
- The right to request access to the personal information we hold about you
- The right to ask us to correct inaccurate or incomplete information
- The right to ask us to delete your personal information in certain circumstances
- The right to ask us to restrict how we use your information in certain circumstances
- The right to object to certain processing
- The right to data portability in certain circumstances
- The right to withdraw consent where we rely on consent

These rights are subject to certain legal conditions and exemptions.

If you wish to exercise your rights, please contact us at **info@supportinglinks.co.uk**.

How to make a data protection request

You can make a request by

Email: **info@supportinglinks.co.uk**

Phone: **01442 300185**

Verbally to any of our staff.

We may need to ask for information to verify your identity before responding to a request.

We will provide this information to you within 30 days of your request.

Complaints

If you have concerns about how we have handled your personal information, please contact us first so that we have an opportunity to address your concerns.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection.

Information about making a complaint is available from the ICO.

Use of 'cookies'

Our website is: **www.supportinglinks.co.uk**

We do not use Google Analytics.

We do not use cookies for analytics or advertising purposes.

Our website may use cookies or similar technologies that are strictly necessary for the website to function. If we introduce analytics, advertising or other non-essential cookies in the future, we will update this Privacy Policy and provide any required information or consent mechanism.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

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