



ForeParent UKTM
Family Consultancy

Privacy Policy

Our contact details:

Designated Data Protection Officer: Ms S. Madden

Tel: +44 (0) 7946586257

Email: foreparentuk@mail.com

Web: www.foreparentuk.co.uk

What types of information we have

ForeParent UK Family Consultancy collects and holds the following personal information pertaining to its clients and/or prospective clients:

- Names
- Telephone numbers
- Email addresses
- Physical addresses and/or postcodes
- Zoom identifiers or 'names'

-Any information volunteered by clients (including the above) about their personal family circumstances, inclusive of information about their children or any other close or extended family members

-Credit/debit card details* for the purposes of collecting payments consented, authorised and agreed to by you

-Paypal user data* for the purposes of collecting payments consented, authorised and agreed to by you

More about payment service providers

***SumUP**

Our card payment service is provided by SumUp. In addition to adhering to the General Data Protection Regulation (GDPR), SumUp is certified as compliant under the Payment Card Industry Data Security Standard (PCI-DSS). This means that SumUp takes extra care with the processing of cardholders' data as well as ensuring that their hardware and software provide optimal security. For further information about SumUp's GDPR compliance, please visit:

<https://help.sumup.com/hc/en-gb/articles/360004703114-GDPR-SumUp-and-Your-Data>

***Paypal**

We also offer Paypal as a payment option for our clients. For more information about Paypal's GDPR compliance, please visit:

https://www.paypal.com/uk/webapps/mpp/ua/privacy-full?locale.x=en_GB#9

Skype

We offer consultations, coaching and training via Skype to our clients. To read more about Skype's GDPR compliance, please visit:

<https://www.skype.com/en/legal/>

Website user data

Our website is hosted by Wix.com. This platform places both 'Session Cookies' and 'Persistent Cookies' on all Wix sites. In accordance with the General Data Protection Regulation, this is something which we would like to let all of our site visitors know. For more information about cookies on sites hosted by Wix.com and the data they collect, please visit:

<https://support.wix.com/en/article/cookies-and-your-wix-site>

Links from our site to our partner sites or social media pages

Our site may occasionally contain links to and from the websites of our partner organisations and/or affiliates. If you follow a link to any of these sites, please note that you will be subject to their own privacy policies and that we do not accept any responsibility or liability for their policies or level of GDPR compliance. Before you submit any personal data to these websites, please check their privacy policies. Please also be aware that our website pages contain links to our Facebook, Instagram, Twitter and YouTube pages. If you choose to engage with these platforms, it will be your responsibility to contact the aforementioned third parties that govern these sites directly and request the retrieval of your visitor and user data, should you wish to at any time.

Links to our website and contact details from Facebook, other social media platforms or partner/affiliate websites.

Our Facebook page contains links to our website and also displays our email address and telephone number. If you choose to access any of these **via the clickable links hosted on our Facebook page**, we'd like to make it clear that users will therefore become subject to the data collection and processing of ForeParent UK Family Consultancy and the data-collection and processing of its website-hosting platform, Wix.com. **Facebook will not be liable for the collection or processing of any data collected about users which occurs as a result of accessing the website, email address or telephone number of ForeParent UK Family Consultancy, via these means.** This statement is also applicable to any other social media sites (Twitter, Youtube, Instagram), partner-sites or affiliate sites from which users can access ForeParent UK Family Consultancy's website, email address or telephone number, using a positive action (clicking a link). For further

information about how ForeParent UK collects and processes data pertaining to its website users, please refer to our Website Terms of use. ForeParent UK Family Consultancy will assume that on reading this notice, user consent to the collection and processing of their data is freely given.

How we collect your information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

-You have requested a consultation from us and we have completed the consultation with both basic contact details (name and telephone number) and also any additional personal information which you have given your consent to share about your close or extended family, partner/spouse family or personal circumstances.

-You have consented to us using your personal data gathered from a consultation to develop a needs-assessment and personalised support package/intervention for your family

-You are an organisation and you have requested a consultation from us; we have completed a consultation with both basic contact details (name and telephone number) and also any additional information which you have given your consent to share about your staff profile and wider professional development needs.

-You have consented to us using your personal data gathered from a consultation to develop a needs-assessment and bespoke training plan for your organisation.

-You requested and consented to a personalised intervention being carried out at your home address.

-You have requested and consented to a personalised training session being delivered to staff at your establishment

-You requested and consented to a consultation, coaching or training session via Skype

- You consented to making a payment to us by credit card, debit card or Paypal.
- You contacted us by email or telephone (including text messages)
- You have requested and gave consent for yourself and your family, **including children under 13 years of age**, to be supported by us during in-home support.
- You gave your consent for photographs of you and/or your children to be featured on our website or other promotional material (where applicable)
- You gave your consent for testimonials written by you and/or your children to be featured on our website or other promotional material (where applicable)
- You gave your consent for photographs of training carried out at your establishment to be featured on our website or other promotional material (where applicable)
- You gave your consent for testimonials written by you and/or your staff to be featured on our website or other promotional material (where applicable)
- You have completed and submitted our online contact form

We also receive personal information indirectly, from the following sources in the following scenarios:

- During in-home coaching sessions in order to inform our work and enhance the support we are able to offer you. This may be the result of further observations or a conversation with you.
- During training sessions in order to inform our work and enhance the training we are able to offer you. This may be the result of further observations or a discussion with your staff.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) **Your consent.** You are able to remove your consent at any time. You can do this by contacting ForeParent UK on +44 (0) 7946586257 or emailing foreparentuk@mail.com.

(b) **We have a contractual obligation.**

According to GDPR guidance, we have a lawful basis for processing if we have yet to enter into a contract with you but you have asked us to provide a quote as a prerequisite to entering into an agreement with us. In our Terms of Service, we make reference to:

- Consultations
- Observations
- Needs-assessments
- Packages of support

All of the above will, ultimately, result in a quote being produced and will, to a greater or lesser extent, rely on the personal data volunteered solely by prospective clients about themselves, close family members and personal circumstances or their organisation.

Due to the bespoke nature of the work we do, the processing of your personal data will be necessary in order to produce a truly bespoke package of support. However, we'd like to let you know that you are under no obligation whatsoever to provide any personal data which you do not wish to share. In this instance, your package of support may not be optimally personalised but we would still be more than happy to try to support you, with your consent to do so with minimal personal data.

What we do with the information we have

We use the information that you have given us in order to:

- Make contact with you (email, Skype, telephone, in-person)
- Carry out our obligations arising from any contracts entered into between you and us:
- Visit your organisation

- Undertake consultations and/or observations
- Compile needs-assessments
- Visit your home (if applicable)
- Compile packages of support
- Collect payments (SumUp, Paypal, bank transfer)
- Compile mailing/text broadcast lists (subject to your consent)
- Ensure that content from our site is presented in the most effective manner for you and for your computer.
- Notify you about changes to our service.

Disclosure of your information

We may disclose your personal information to third parties if we have a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our website terms of use and other contracts, or to protect the rights, property, or safety of ForeParent UK Family Consultancy, our customers, or others. This includes sharing information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

How we store your information

Our company website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to advertise and sell our services to you. Your website visitor and user data (including data gathered from online form completion) may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store user data on secure servers behind a firewall.

We retain your telephone number, email address, email correspondence, physical address, consultation documents, observation notes, needs-assessment documentation and support package proposal for up to six months (for follow-up purposes) and these are not linked to our website in any way, unless you have completed the online contact form of the 'Contact Us' page of the site. All of the above are stored securely: Within password-protected mobile phones; within password-protected email accounts; within password-protected, cloud-based storage; within lockable, physical storage facilities. We will then dispose your information by deleting it from our internal and external hard-drives, mobile phones, any cloud-based storage and shredding any of your personal data which is in print.

Your data protection rights

Under data protection law, you have rights including:

-Your right of access - You have the right to ask us for copies of your personal information.

-Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

-Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

-Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

-Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

-Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at **foreparentuk@mail.com** if you wish to make a request.

Changes to our privacy policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose. Any changes we may make to our privacy policy in the future will be posted on our website.

How to complain

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data using the contact details below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113