



## **Fair processing notice (privacy policy)**

We are Footprints Conductive Education Centre. We are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect will be processed by us. Please read this privacy policy carefully to understand our views and practices and your rights regarding your personal data. By visiting any of our websites, you are accepting and consenting to the practices described in this policy.

For data protection legislation, the data controller is Footprints Conductive Education Centre (CEC) c/o Iona School, 310 Sneinton Dale, Nottingham, NG3 7DN

Footprints CEC promise to look after any personal information that you share with us.

This is central to our values as an organisation. We want everyone who we work with to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

- We only use personal information in the ways we need to, and that is expected of us.

We will keep you up to date with our work, **Fair Processing Notice (Privacy Policy)**

- including changes to our service, community work and any fundraising efforts. BUT, we only use your personal information to do this if you have previously told us that's OK.
- We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected within 24-hours.
- We will never release your information to organisations outside Footprints CEC for their marketing purposes.
- We take all reasonable care to safeguard your personal information through security policies and secure business processes.
- We will always provide easy ways for you to contact us and we are happy to answer any queries you have, at any time.

If you have any queries about this statement, please contact one of our Managers

[nathalie.bailey-flitter@footprintscec.org](mailto:nathalie.bailey-flitter@footprintscec.org) or [emma-jane.graham@footprintscec.org](mailto:emma-jane.graham@footprintscec.org)

## 1. What Information do we collect from you?

We may collect personal information from you when you interact with Footprints CEC. There are many occasions when this could happen such as:

- **The information you give us** - This is information about you – the details provided by you when filling in forms on our site or by corresponding with us by phone, email or otherwise. You may be asking about our services or supporting us through fundraising. You may have applied for a job or volunteer position, provided feedback, or you gave us your details for some other reason. The information you supply may include yours and your family members names, address, email address and phone number. Details might include your child's details: health information, date of birth, bank details or information about other people involved with your child's care; the organisation you work for, their details and anything else relevant to your enquiry.
- **Information we collect from your use of our website** - With each visit to our site we will automatically collect the following information:
  - Technical information, such as the Internet protocol (IP) address used to connect your device to the Internet, whereabouts you connected to our service, your internet service provider (ISP), and what type of device you are using to access our service. We also gather general information about the use of our websites, such as which pages users visit most often and which services, events or facilities are of most interest. We may use this information to personalise the way our website is presented when users visit, to make improvements to our website, and to ensure we provide the best service for users. Wherever possible we use aggregated or anonymous information which does not identify individual visitors to our websites.
- **Information we collect throughout our relationship** - This is information relating to your child and their developments while using the service; photos and videos of their progress, updated information to your contact details and information shared with us by other professionals working with your family.
- **Information we collect when you call us** - If you call us we will collect the following information:
  - Name and contact details of the person calling and messages to pass onto colleagues about the call
  - Child's details, date, time and reason for absence if calling regarding session attendance

- **Information we receive from other sources** – (This could include meeting minutes, copies of correspondence, emails and telephone calls) We work in partnership with other organisations and professionals that may be supporting your child including:
  - Health professionals such as but not limited to Health visitors, Consultants, Paediatricians, Doctors, Speech and Language Therapists
  - Social Care professionals
  - Education professionals such as but not limited to Nurseries, mainstream Education staff, SENCOs, Special Schools, Head Teachers
  - Community organisations
  
- **Providing us with your details online** – For example, the information you may choose to provide us with may be through the use of the Contact Us form on our site. It includes your name, address, telephone number, email address and details about your child and their condition, or by subscribing to our Newsletter by emailing us. Please let us know if any of this information changes so we can keep our records up to date.

### Why do we collect this information?

We use this information in the following ways:

- To provide you with the advice and support you have asked for
- To provide or administer activities relating to all our services
- To take steps necessary to assess whether we can offer you a place for your child.
- To improve our service to you. We may use your information to enhance the service our staff and volunteers provide, to improve our communications with you or to ensure that content from our website is presented most effectively for you and your device
- To deal with any legal queries relating to your use of our service
- To provide you with **service communications** so that you receive a full and functional service, and so that we can perform our obligations to you. These may be sent by email, through our social media sites, through the use of our newsletter on Mailchimp, via post or telephone. These will include notifications about changes to our service.
- To provide you with **fundraising communications** including, with your permission, information about other activities and services we offer and

different ways you can support us, and information relating to how other people have supported us in the past.

### **With whom might we share your information?**

- Staff and Volunteers of Footprints CEC, so they can support you and offer you the service you have requested.
- Certain third-party providers such as our Speech and Language therapist or Consultants working for the organisation who have entered into a contract with Footprints CEC and are bound by the procedures laid out in this statement.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- Funding providers to demonstrate where a grant or funds have been spent (this will mostly be anonymised - where you have given consent we may share quotes, photos or videos with these funders).
- We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes for safeguarding children).
- We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. We do not sell any information about your web browsing activity.

### **How is your data stored and kept secure?**

At Footprints CEC, we take your safety and security very seriously, and we are committed to protecting your personal information. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, (both on and off-line) from improper access, use, alteration, destruction and loss; we only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations.

Here are some of the ways we protect your personal information:

- Personal information provided online is encrypted for protection when transmitted to us. Encryption is the process through which sensitive information is scrambled before transmission so that it remains private even if it is intercepted. However, unless your internet browser supports encryption you will not be able to take advantage of this level of security
- Offline, your personal information is kept securely in our databases and offices.
- Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

## What are your rights?

Where processing of your data is with your consent, you can withdraw that consent at any time.

You have the following rights. You can exercise these rights at any time by contacting us at Footprints CEC, 310 Sneinton Dale, Nottingham, NG3 7DN OR by emailing [emma-jane.graham@schoolforparents.org](mailto:emma-jane.graham@schoolforparents.org) or [nathalie.bailey-flitter@schoolforparents.org](mailto:nathalie.bailey-flitter@schoolforparents.org) [or through the “Contact Us” section of our Sites].

You have the right:

- To ask us not to process your personal data where it is processed by legitimate interests provided that there are no compelling reasons for that processing.
- To request access to personal information held about you.
- To ask for the information we hold about you to be changed if it is inaccurate or incomplete.
- To ask for data to be erased provided that the personal data is no longer necessary for the purposes for which it was collected, or you withdraw consent (if the legal basis for processing is consent). You exercise your right to object, set out below, and there is no overriding legitimate ground for processing; the data is unlawfully processed; the data needs to be erased to comply with a legal obligation, or the data is children’s data and was collected in relation to an offer of information society services;
- To ask for the processing of that information to be restricted if the accuracy of that data is contested, the processing is unlawful, the personal data is no longer necessary for the purposes for which it was collected or you exercise your right to object (pending verification of whether there are legitimate grounds for processing);

Should you have any issues, concerns or problems in relation to your data, or wish to notify us of data which is inaccurate, or you would like deleting, please let us know by contacting us using the contact details above. In the event that you are not satisfied with our processing of your personal data, you have the right to lodge a complaint with the relevant supervisory authority, which is the Information Commissioner’s Office (ICO) in the UK, at any time. The ICO’s contact details are available here: <https://ico.org.uk/concerns/>.

## Changes to our privacy policy

This policy may be updated from time to time. Please check back frequently to see any updates or changes to our privacy policy.

## Cookies

'Cookie' is a name for a small file, usually of letters and numbers, which download onto your device, like your computer, mobile phone or table when you visit a website.

They let websites recognise your device, so that the sites can work, or work better, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience and allows us to improve our site.

We use the categorisation set out by the International Chamber of Commerce in their UK Cookie Guide.

We use all four categories of cookies:

Strictly necessary cookies are essential for you to move around our website and to use its features.

Performance cookies collect anonymous information about how you use our site, like which pages are visited most. No information that identifies you is kept.

Functionality cookies remember choices you make to improve your experience, like your text size or location. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. They are anonymous.

Targeting or advertising cookies collect information about your browsing habits in order to make advertising relevant to you and your interests.

You can opt out of all our cookies (except the strictly necessary ones). Find out how to control and delete cookies in your browser.

But, if you choose to refuse all cookies you may not be able to use our website properly.

If you have any questions about how we use cookies, please contact us.