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**DOMESTIC ABUSE EDUCATION LTD - Privacy Notice**

**BACKGROUND:**

Domestic Abuse Education Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our candidates and clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Domestic Abuse Education Ltd

Limited Company

Registered in England under Company Number 14634530

Registered address: Unit 22, E-Space North, 181 Wisbech Road, Littleport, Cambridgeshire, CB6 1RA

Data Protection Officer: Sharon Livermore

Email address: sharon@domesticabuseeducation.co.uk

Telephone number: 01223 608244

Postal Address: Unit 22, E-Space North, 181 Wisbech Road, Littleport, Cambridgeshire, CB6 1RA

We are registered with the Information Commissioner’s Office (ICO)

1. What Does This Notice Cover?

1. This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

1. What is Personal Data?

1. Personal data is defined by the UK General Data Protection Regulation (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

2. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

3. The personal data that we use is set out in Part 5, below

1. What Are My Rights?

1. Under the GDPR, you have the following rights, which we will always work to uphold:

* + - * The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
      * The right to access the personal data we hold about you. Part 10 will tell you how to do this.
      * The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
      * The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
      * The right to restrict (i.e., prevent) the processing of your personal data.
      * The right to object to us using your personal data for a particular purpose or purposes.
      * The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another service or business in many cases.

2. For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

3. Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

4. If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office.

1. What Personal Data Do You Collect?

1. We may collect some or all of the following personal data (this may vary according to your relationship with us):

* Name
* Contact information, including Address, Telephone Number, Email
* Job title
* Employer
* Information about your personal experience of domestic abuse

2. Your personal data is obtained through our website, where you have contacted Domestic Abuse Education Ltd directly and completed our contact form or from the following third party

* [LinkedIn](http://www.reed.co.uk)
* [Facebook](http://www.indeed.co.uk)
* Instagram
* Twitter
* Email

1. How Do You Use My Personal Data?

1. Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

* To provide you with information about the service that Domestic Abuse Education Ltd offers
* To communicate with you and respond to any enquiries or questions.
* Internal record keeping
* Personalising and tailoring ourservices for you

2. With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email or telephone with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

1. How Long Will You Keep My Personal Data?

1. We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

|  |  |
| --- | --- |
| **Type of Data** | **How Long We Keep It** |
| Identity information - Name | 12 months, unless a working relationship is created, then indefinitely as updates on Sharon’s Policy will be sent. |
| Contact information including email address, telephone number, address. | 12 months, unless a working relationship is created, then indefinitely as updates on Sharon’s Policy will be sent. |
| Business information including business name, job title | 12 months, unless a working relationship is created, then indefinitely as updates on Sharon’s Policy will be sent. |
| Profile information including information about any personal experiences of domestic abuse, if decided to disclose. | No fixed period – Domestic Abuse Education will only store this information if signposting to support services |

1. How and Where Do You Store or Transfer My Personal Data?

1. We will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

2. The security of your personal data is essential to us, and to protect your data, we take several important measures, including the following:

* Password protection
* Antivirus and Firewall
* Lockable cupboards

3. In addition, we have put further security measures in place to avoid data from being accessed, damaged, interfered with, lost, damaged, stolen or compromised. In cases of a breach, or suspected breach, of data security you will be informed, as will any appropriate regulator, in accordance with our legal obligations.

4. Any data that is shared with third parties is restricted to those who have a business need, in accordance with our guidance and in accordance with the duty of confidentiality.

1. Do You Share My Personal Data?

1. Wewill be required to share some of your personal data with our partners who we work with e.g. PEGS (Parental Education Growth Support) if you would like to extend your education to other areas of abuse. However, we will gain your consent before we do this.

2. If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party’s obligations under the law.

3. In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

1. How Can I Access My Personal Data?

1. If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

2. We are able to provide you with a Subject Access Request Form, which will ensure you give us the information that is required. This can be requested by contacting us using the contact details in Part 11. However, if you choose not to use the form, please send your request in writing to the email or postal addresses shown in Part 11.

3. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

4. We will respond to your subject access request within 48 hours and, in any case, not more than two weeks of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

1. How Do I Contact You?

1. To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Sharon Livermore, Director):

Email address: sharon@domesticabuseeducation.co.uk

Telephone number: 01223 608244

Postal Address: Unit 22, E-Space North, 181 Wisbech Road, Littleport, Cambridgeshire, CB6 1RA

1. Changes to this Privacy Notice

1. We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be made available by viewing the updated document on our website or contacting us using the details in Part 11.

1. Complaints

1. The supervisory authority in the UK for data protection matters is the Information Commissioner’s Office (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO by calling 0303 123 1113.