



Privacy Notice

Who We Are

This is the privacy notice of Safeguarding Support Limited ('we', 'our', 'us'). We are a company registered in England, company number 11015008. Our registered office is Floor 1, 1 Market Street, Bingley, West Yorkshire, BD16 2HP.

Yvonne Sinclair is our Data Protection Officer, and is responsible for how we handle personal data described in this notice. You can contact her by phone on 01274 752299 or by email at admin@safeguardingsupport.com.

This notice explains what personal data we collect through our website and in the course of enquiries, bookings and correspondence with us, why, and what your rights are. It doesn't cover the personal data we process on behalf of schools and other client organisations when delivering safeguarding services (for example, during an audit or reflective supervision session), that is governed by our contract with the relevant organisation and our internal Data Protection & Retention Policy, and by their own privacy arrangements.

The Data We Collect and Why

We only collect personal data that is relevant to providing our services, responding to enquiries, or running our business properly. Depending on how you interact with us, this may include:

- Contact details you give us through our contact form, by email or by phone (name, email address, phone number, organisation)
- Booking and attendance details for training courses, audits or other services, including any information passed to us via our course booking platform
- Newsletter sign-up details (name and email address), where you've chosen to subscribe
- Job application details, if you apply to work with us
- Basic technical and usage data collected automatically when you visit our website (see 'Cookies and Analytics' below)

Our Legal Basis for Processing Your Data

UK data protection law requires us to have a lawful basis for processing personal data. Depending on the situation, we rely on:

- Contract: to process a training booking, respond to a commissioned piece of work, or otherwise deliver a service you've asked us for
- Consent: for example, when you sign up to our newsletter, you can withdraw this consent at any time by contacting us or using the unsubscribe link in any email
- Legitimate interests: for example, responding to a general enquiry, keeping basic records for the proper administration of our business, or maintaining the security of our website, always balanced against your rights and interests
- Legal obligation: for example, keeping certain financial or employment records for the period required by law

Children's Data

Our website is intended for professionals, schools and organisations, not for use by children, and we do not knowingly collect personal data from children through it. Where we process information about children in the course of delivering our services, for example during a safeguarding audit, casework review, or training case study, this is handled under our contract with the relevant school or organisation, in line with our internal Safeguarding & Child Protection Policy and Data Protection & Retention Policy, not under this website notice.

Cookies and Analytics

Our website may use cookies and similar technologies to make the site work properly and to understand how it's used, for example, basic analytics to see which pages are visited. We only use cookies that are necessary for the site to function, or that you've consented to.

You can control or delete cookies through your browser settings at any time; doing so may affect how some parts of the site work. For more detail on the specific cookies in use on our site, see our cookie banner or cookie settings tool where available.

Sharing Your Information

We don't sell your personal data, and we only share it with third parties where necessary to run our business or deliver our services, for example:

- Our course booking and training management platforms, to process and manage training bookings
- IT, email and cloud storage providers who host or process data on our behalf, under appropriate data processing agreements
- Relevant awarding or accrediting bodies, where necessary to issue a qualification or certificate you've completed with us
- Professional advisers (for example, our accountant) where necessary
- Regulators, law enforcement or other authorities, where we're legally required to do so

We don't use third-party advertising or re-marketing on our website.

International Data Transfers

Where a supplier or system we use stores or processes personal data outside the UK, this is only done with appropriate legal safeguards in place, such as the UK's International Data Transfer Agreement (IDTA) or a UK adequacy decision, in line with our internal Data Protection & Retention Policy.

How Long We Keep Your Data

We keep personal data only for as long as necessary for the purpose it was collected, taking into account legal, contractual and regulatory requirements. Specific retention periods for different types of record are set out in our internal Data Protection & Retention Policy, available on request.

Your Rights

Under UK data protection law, you have the right to:

- Ask what personal data we hold about you, and request a copy of it
- Ask us to correct inaccurate or incomplete data
- Ask us to delete your data, in some circumstances
- Object to, or ask us to restrict, certain processing

- Withdraw consent at any time, where we're relying on consent (for example, our newsletter)

To exercise any of these rights, contact Yvonne Sinclair at admin@safeguardingsupport.com. We'll normally respond within one month.

If you're unhappy with how we've handled your personal data, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint, though we'd welcome the chance to resolve any concern directly first.

Security

We take appropriate technical and organisational steps to protect your personal data against unauthorised access, loss, or misuse, in line with our internal Data Protection & Retention Policy and IT & Acceptable Use Policy. No method of transmission or storage is completely secure, but we take this seriously and act promptly on any concern.

Changes to This Notice

We may update this notice from time to time, for example to reflect a change in the law or in how we use your data. The current version will always be available on our website, with the date it was last updated shown below.

Contact Us

If you have any question about this notice or how we handle your personal data, please contact Yvonne Sinclair, Data Protection Officer, at admin@safeguardingsupport.com, by phone on 01274 752299, or by post at Floor 1, 1 Market Street, Bingley, West Yorkshire, BD16 2HP.