

Privacy Policy: Assertive Mentoring Ltd

1.0 Introduction

1.1 We are committed to safeguarding the privacy of our customers and anyone else we have had communication with about our services and products; in this policy we explain how we will treat your personal information.

2.0 Assertive Mentoring Ltd use your personal information

2.1 Confidentiality

We take our duty to protect personal information very seriously. We will take all reasonable means to keep this information confidential whether this is held on computer, on paper or on other media.

Assertive Mentoring Ltd collects, stores and uses only small amounts of personal information, most of which is already in the public domain. The information we do collect is only seen by our two company employees and with company's accountancy company (Baines Jewitt Ltd). We have a legal duty to keep information about you secure and confidential.

2.2 Information we hold about you

At Assertive Mentoring Ltd, we only hold the information that is necessary for us to provide you with an efficient service. The information we hold about you is protected by physical, electronic and other means. The types of information we collect or process may include:

(a) Employee name(s). This will most likely be:

- the person who ordered any goods or services or
- the School Business Manager for the purposes of invoicing or
- the headteacher

(b) School contact details. This includes:

- full postal address
- telephone phone number
- email address

(c) Details of any goods or services purchased. This includes:

- any purchase order form or request
- the goods ordered and despatched
- costs including VAT and postage
- date of invoice
- details of payment

2.3 How your personal information is used

We comply with the General Data Protection Regulations to process your personal data. This is in order to provide you with appropriate services or because you have consented to provide us with the information. We do not send or process your data outside the

European Economic Area. Your records are mostly used to direct, manage and deliver your services so that:

(a) We have accurate and up-to-date information about the services you receive, and to provide you and with the right advice and support about these services

(b) Any concerns you may have about your Services can be properly investigated.

From time to time we will also contact you to make you aware of other products and training events that we feel will be of benefit to you and your Company.

We do not use the information for any other purpose.

2.4 Who we may share your information with

Assertive Mentoring Ltd works in close cooperation with School Improvement Solutions (NE) Ltd (SISNE) regarding the development of products and the delivery of training and support. On occasion it may be necessary to supply SISNE with some of your details in order to ensure an efficient service; for example to answer a query from you, to organise training events etc.

We share information regarding accounts and invoicing with our accountancy firm Baines Jewitt Ltd. This is purely for the purposes of accountancy, audit, payment of tax, VAT etc.

We do not share your information with anyone else.

2.5 Keeping your information accurate and up-to-date

We will attempt to ensure that the information we hold about you is accurate and up-to-date. We may check with you from time to time to make sure we have the right information. If the information is not correct, you can ask us to change it.

3.6 Your Rights

(a) You have the right to be informed about how your personal data is used.

(b) You have the right to have any inaccurate information corrected.

(c) You have the right to have information deleted or to stop us from using it when we don't need to keep it any more.

(d) You have the right to access the personal information we hold about you.

(e) You have the right of portability – to ask for your information in such a way that it can be easily transferred to different service providers.

2.7 Can I see my own records?

You can see or receive a copy of your records and to have any information you do not understand explained to you. If you have any questions about the personal data we hold please email Peter Boddy at primaryassertivementoring@gmail.com or ring Peter on 07810125494. We will provide the information to you within a month of you asking for it.

2.8 How long do we keep your records?

We keep information about you in paper records and also in electronic records. We need to keep this information for tax inspection, auditing and accountancy purposes for six years. We also retain your information in order to provide you with an ongoing service regarding product developments and training events. We will not keep information about you longer than is necessary or longer than required by law.

2.9 Further Information

If you need further information about the information that we keep about you, speak to me directly. I will try to answer your questions. You have the right to complain to the Information Commissioner's Office if you don't think we are dealing with your records correctly. You can write to them at:

Information Commissioners Office, Wycliffe House, Water Lan, Wilmslow, Cheshire, SK9

3.0 Security of personal information

3.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

3.2 We will store all the personal information you provide securely.

3.3 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

4.0 Amendments

4.1 We may update this policy from time to time by publishing a new version on our website.

4.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

5.0 Updating information

5.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

6.0 Our details

6.1 Our website is owned and operated by SISNE (NE) Ltd.

6.2 Assertive Mentoring Ltd is registered in England and Wales to the address St Martins House, St Martins, Richmond, North Yorkshire DL10 4SJ. This is also our principal place of business.

6.3 You can contact us by writing to the business address given above, by email to primaryassertivementoring@gmail.com or by telephone on 07810125494. If you have any questions about the data we hold please do not hesitate to ring or email us.