

Privacy Policy

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 How School Improvement Solutions (NE) Ltd (SISNE) use your personal information

2.1 Confidentiality

SISNE collects, stores and uses only small amounts of personal information. The information we do collect is used by our two company employees, Eamonn and Stacey Farrar only and 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. We have a legal duty to keep information about you secure and confidential.

2.2 Information we hold about you

At SISNE, we aim to provide you with the highest quality of service. To do this we must keep records about you and the services we have provided to you or plan to provide to you. The information we hold about you is protected by physical, electronic and other means. We may ask you to provide certain personal information. This information is necessary in order for us to provide you with the best possible service. Information about you may be written on paper or recorded electronically. The types of information we collect or process may include:

- (a) Employee name(s)
- (b) Employee business contact details such as email address / phone number
- (c) Details of any goods or services purchased. This includes:
 - any purchase order form or request
 - the goods or services provided
 - 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.

2.4 Who we may share your information with

SISNE Ltd works in close cooperation with Assertive Mentoring Ltd regarding the development of products and the delivery of training and support. On occasion it may be necessary to supply Assertive Mentoring Ltd 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 do not share your information with anyone else.

2.5 Keeping your information accurate and up-to-date

We will make sure 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 at SISNE.

(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 Eamonn Farrar on assertivementoring@hotmail.co.uk or ring Eamonn on 07951391388. 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 in order to provide you with the best possible service. 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 This Assertive Mentoring website is owned and operated by Eamonn Farrar's company, SISNE (NE) Ltd.

6.2 We are registered in England and Wales to the address 16 Montrose Close, New Hartley, Whitley Bay, Tyne and Wear NE25 0TA. 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 eamonnfarrar@hotmail.com or by telephone on 07951391388. If you have any questions about the data we hold please do not hesitate to ring or email us.