



In order to comply with the General Data Protection Regulation Becoming Families Worcestershire (C.I.C) have created this privacy policy to ensure that we collect and use client information fairly, store it securely, and not unlawfully disclose it to third parties.

What data do we collect?

Your email address will be stored electronically on our data base if we receive email enquiries from you. If you attend a group, course or workshop with us, we will also collect your email address and telephone number on our sign-in sheet or New Service User Form. Email addresses will be transferred to our electronic data base but telephone numbers will not be held electronically. These sheets will be held for a period of 12 months and then disposed of.

Why do we collect data?

We require your email address in order that we can correspond with you before and for the duration of the course/workshops/sessions that you have booked with us. This includes sending information and resources to support the course material, where applicable. Your telephone number is only held in case we need to contact you urgently, for example, in the case of a session needing to be cancelled at short notice.

How do we use client data?

We only use your data for the purpose of staying in contact with you and we never disclose or pass on this information to any other organisations.

We may contact you by email during a 12-month period following the end of your course/workshop/sessions to let you know about other services (including courses and groups) that we offer that may be of interest to you. We may contact you during this 12-month period by email requesting feedback or asking you to complete a questionnaire/survey to help us improve our services.

Emergency Contact details supplied on the New Service User Form will only be used in the event of an emergency and are not stored electronically. New Service User Forms are disposed of at latest 12 months after you cease engagement with the service.

Bank details

We would only ask for your bank details in the event of us needing to refund you any monies paid. This would usually be requested by email and your details only used for the purpose of the bank transfer after which this data will be deleted.

If you don't want us to process your data anymore, please contact us at info@becomingfamilies.co.uk

Under GDPR, individuals have the right to access their data for:

- Confirmation that their data is being processed
- Access to their personal data

Request can be made by email to info@becomingfamilies.co.uk

We reserve the right to modify this privacy policy at any time, so please review it frequently.