

Privacy Policy

Last updated: September 2025



1. Introduction

Welcome to **Forming Connections**.

We are committed to protecting your privacy and handling your personal information with transparency and care. This Privacy Policy explains how we collect, use, and protect your personal data when you visit our website, make an enquiry, book a service, or interact with us in other ways.

We comply with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

By using our website, you agree to this Privacy Policy.

2. Who We Are

Forming Connections Ltd

Company number: 16629329

Registered address: Office 403, The Old Courthouse, 18-22 St Peter's Courtyard, Derby, DE1 1NN

Email: brenda@formingconnections.co.uk

We are the **Data Controller** for the purposes of data protection law.

3. Information We May Collect

We may collect and process the following types of personal data, depending on how you use our website and services:

3.1 Information you provide directly

- Name, email address, phone number and other contact details
- Messages or enquiries sent via contact forms or email
- Information provided when signing up for newsletters or updates
- Details submitted when booking workshops, training sessions or events (including dietary or accessibility requirements, where relevant)
- Payment details (processed securely via trusted third-party payment providers, we do not store card details on our website)

3.2 Information collected automatically

- IP address and browser type
- Date, time and pages visited
- Device information and operating system
- Referring website or search engine
- Cookies and similar technologies (see Section 4 below)

3.3 Information from third parties

- Event platforms or booking systems (e.g. Eventbrite) if you book a place on one of our sessions
- Email marketing platforms if you subscribe to our mailing list
- Social media platforms if you interact with our pages or posts

We will only collect the minimum amount of information necessary to provide our services and respond to your enquiries.

4. Cookies and Tracking Technologies

Our website may use **cookies** (small text files stored on your device) and similar technologies to:

- Enable website functionality
- Understand how visitors use the site and improve performance
- Manage bookings or sign-ups
- Support social media integration

You can control or delete cookies through your browser settings at any time. If we use non-essential cookies (e.g. analytics or marketing cookies), we will ask for your **consent** through a cookie banner when you first visit the site.

You can learn more about cookies at: <https://ico.org.uk/for-the-public/online/cookies>

5. How We Use Your Information

We use personal data for the following purposes:

- Responding to your enquiries and providing requested services
- Processing workshop or event bookings and payments
- Sending newsletters or updates if you have subscribed
- Improving our website, communications, and services
- Fulfilling legal, tax and safeguarding obligations
- Ensuring website security and preventing fraud

We do **not** sell, rent, or trade your personal data with third parties for marketing purposes.

Under UK GDPR, we must have a legal basis to process your data. This may include:

- **Legitimate interests** e.g. responding to enquiries, ensuring website security
 - **Performance of a contract** e.g. when delivering training or processing bookings
 - **Legal obligations** e.g. financial record-keeping, safeguarding reporting
 - **Consent** e.g. when you subscribe to our mailing list or accept cookies
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7. How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect personal data, including:

- Secure servers, password protection and encryption
- Access restricted to authorised personnel only
- Regular security updates and data handling reviews

We retain data only for as long as necessary to fulfil the purposes collected, comply with legal obligations, or resolve disputes.

8. Sharing Your Information

We may share data with trusted third parties where necessary to deliver services, including:

- Website hosting and IT support providers
- Event booking and payment platforms
- Email newsletter services
- Professional advisors (e.g. accountants, legal)

All third parties are required to process your data in compliance with UK GDPR and only for agreed purposes.

We may also share data if required by law (e.g. safeguarding, regulatory bodies, law enforcement).

We do not transfer personal data outside the UK unless appropriate safeguards are in place.

9. Your Data Protection Rights

You have the following rights under data protection law:

- **Right of access:** obtain a copy of your personal data
- **Right to rectification:** correct inaccurate or incomplete data
- **Right to erasure:** request deletion of your data in some circumstances
- **Right to restrict processing:** limit how we use your data
- **Right to object:** object to certain types of processing

- **Right to data portability:** request your data in a transferable format
- **Right to withdraw consent:** where processing is based on consent, you can withdraw at any time

To exercise any of these rights, contact us at:

brenda@formingconnections.co.uk

Forming Connections Limited, Office 403 The Old Courtyard, 18-22 St Peters Courtyard, Derby, DE11NN

We will respond within **one month**.

10. Children's Privacy

While our services involve working with children and vulnerable adults, our website is directed at educators and professionals. We do not knowingly collect personal information from children online.

Any safeguarding concerns will be handled in line with our **Safeguarding Policy** and legal obligations.

11. Links to Other Websites

Our website may contain links to external sites. We are not responsible for their content or privacy practices. Please check the privacy policies of any third-party sites you visit.

12. Changes to This Policy

We may update this Privacy Policy to reflect legal, technical, or organisational changes. The most recent version will always appear on this page with the **"Last updated"** date.

13. Contact Us

For any questions about this Privacy Policy or how we handle your data:

Data Protection Lead


Forming Connections Ltd

Email: brenda@formingconnections.co.uk

Address: Office 403 The Old Courtyard, 18-22 St Peters Courtyard, Derby, DE11NN

If you are unhappy with our response, you can contact the **Information Commissioner's Office (ICO):**

 <https://ico.org.uk>

 0303 123 1113

Brenda Keirnan 29/09/2025

Approved by:

Name: Brenda Keirnan

Role: Education Director

Date: 30/09/2025