

# 1. Who we are

Lil' Leo CIC ("we", "us", "our") is a Community Interest Company registered in the United Kingdom.

Registered office: 61, Woodmere Avenue CR0 7PJ

Company number: 16374056

Contact email: lilleo@wechoseleo.com

We are the "data controller", meaning we decide how and why your personal data is used.

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## 2. What information we collect

We may collect:

- Contact details: name, address, email, phone number.
- Participation details: bookings, attendance, feedback or complaints.
- Payment information: basic payment details (bank transfer or invoice information). Card details are handled by our payment provider and not stored by us.
- Special category information (only when necessary): health or access needs, or vulnerabilities relevant to safeguarding.
- Website and communication data: IP address, basic analytics (page visits), and records of emails or messages you send us.

We only collect the information we need for clear, explained purposes.

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## 3. How we collect your information

We collect information when:

- You contact us by phone, email, social media or through our website.
  - You book or attend our activities or events.
  - You donate, pay for a service, or enter into an agreement with us.
  - Another organisation refers you to us (with your agreement).
  - You visit our website, which may use basic cookies or analytics.
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## 4. Why we use your information

We use your information to:

- Provide and manage our services, activities and events.
- Contact you about bookings, changes, cancellations or feedback.
- Keep people and animals safe (including safeguarding and health & safety).
- Manage finances, accounting and reporting.
- Improve our services and understand who we reach.
- Meet legal obligations (tax, safeguarding, regulatory reporting).

Our legal bases under UK data protection law include:

- Performing a contract or taking steps before entering into a contract.
  - Legitimate interests in running and improving Lil' Leo CIC.
  - Consent (for example, some marketing or special category data).
  - Legal obligations, such as safeguarding or financial record-keeping.
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## **5. Sharing your information**

We do not sell your data.

We may share your information with:

- Service providers who help deliver our services (e.g., IT, payment providers).
- Professional advisers (e.g., accountants, insurers).
- Public bodies or authorities where required or permitted by law (e.g., safeguarding agencies, the police, HMRC).

We only share what is necessary and ensure it is kept secure.

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## **6. How long we keep your information**

We keep your data only as long as needed or legally required.

Examples:

- Contact, booking and payment records: usually 6–7 years (tax and accounting).
- Safeguarding or incident records: kept in line with safeguarding guidance (may be longer).

After this, data is securely deleted or anonymised.

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## **7. How we keep your information safe**

We use appropriate measures such as:

- Limiting access to personal data to those who need it.
- We only send marketing emails with your explicit consent, and you can unsubscribe at any time
- Password protection and, where appropriate, encryption.
- Training staff and volunteers on data protection.
- We apply additional protections when handling children's data, in compliance with UK law

No system is completely risk-free, but we work to reduce risks and respond quickly to any issues.

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## 8. Your rights

You have rights over your personal data, including:

- Right of access – request a copy of your data.
- Right to rectification – correct inaccurate or incomplete data.
- Right to erasure – ask us to delete your data in some cases.
- Right to restrict processing – limit how we use your data.
- Right to object – including to some types of marketing.
- Right to data portability – request your data in a reusable format (in some cases).

To use these rights:

Email: [lilleo@wechoseleo.com](mailto:lilleo@wechoseleo.com)

Last updated: 1 Nov 2025

You can complain to the UK Information Commissioner's Office (ICO): [www.ico.org.uk](http://www.ico.org.uk)