

## Welfare Way Ltd – Privacy Policy

### Privacy

Welfare Way Ltd is committed to protecting your privacy. We will process your data in accordance with the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

### Are we a Data Processor or Data Controller?

If you are using our services as an individual, you contacted us directly to enquire/purchase our services for your own personal use, we act as a Data Controller as per the GDPR definition.

If you are using our services as part of an organisation, i.e. the organisation purchased the services for their members/staff, then we act as a Data Processor as per the GDPR definition.

### How we collect and use the information we receive from you

We collect information about you when you contact us, register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

In particular:

- When you place an order on our website, we will ask you to provide certain personal information, for example: your name, email address, address and telephone number. Please note that we require this information to be able to process and fulfil your order or answer any questions.
- If you contact us by email or telephone, the contact details you provide and the details of the communication will be recorded and stored in our Customer Relationship Management (CRM) system.
- If you engage with us online via our website, our cookies (see our Cookie Policy below for further information) and similar technologies will capture your IP address, your location, and record how you use the site to help improve it and improve your user experience, where your browser settings or permission allows for this.
- If you post information online about us, provide feedback or a review, we may keep a record.

Your personal information will then be used by us (including our: employees; subcontractors; and third party processors e.g. email provider, reviews service) to provide you with the services you ordered and from time to time to communicate with you on any matter relating to the provision of the services and to tell you about other services we provide. We will only use your data in ways you would reasonably expect and will not share your personal information with any third party, except where required by law. The legal basis for using your data in this way is 'Legitimate interest' as it is necessary for us to run our business effectively and necessary for you, as the customer, to be able to receive and use the services we provide.

### Opt-in marketing

When you sign up to a newsletter, subscription service, download a resource, or enquire about a product, we may ask you to provide certain personal information, including your:

- Name
- Email address
- The organisation you work for

By providing this data and ticking the relevant boxes you are providing your consent for us to process your personal data, and this is the legal basis we are relying on to do so.

Individuals who receive correspondence from us such as newsletters, updates, resources and marketing will always be given clear information about how to 'opt out' of future contact via a simple to use Unsubscribe link. Individuals can also contact us at any time to amend their preferences as to what they receive from us, by emailing [contact@welfareway.co.uk](mailto:contact@welfareway.co.uk)

## Financial data

When purchasing services from us payment is either made through invoice or securely via a third party payment platform, currently WorldPay and PayPal. No banking or payment details are recorded or retained by us.

## How we protect your data

We know how important data security is to all our customers and we will treat your data with the greatest care and take all appropriate steps to protect it, including:

- We secure access to all transactional areas of our websites using 'https' technology.
- Access to your personal data is password-protected
- We regularly monitor our system for possible vulnerabilities and attacks
- Our website and related data is held securely in UK data centres

## Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email us on [contact@welfareway.co.uk](mailto:contact@welfareway.co.uk). We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## Other websites

Our website contains links to other websites. This privacy policy only applies to this website, so when you link to other websites you should read their own privacy policies.

## Linking to Our Website

You may link to our home page from another website, provided that you do so in such a way that is fair and legal. You must not damage our reputation, take advantage of it or establish a link(s) in manner that suggests endorsement, approval or association where no pre-agreed authorisation exists. Any website linked to the Welfare Way Ltd site must remove these links if requested to do so by the Welfare Way Ltd or its authorised agents.

## Viruses and misuse

The responsibility for configuring computer programmes, information technology and platforms correctly in order to access our website is the sole responsibility of the user. The use of appropriate virus protection software is also the responsibility of the individual user and/or institution.

You must not misuse our website by knowingly introducing viruses or other material which is considered harmful or of malicious intent this includes the knowing introduction of denial of service attacks and similar. Neither should you seek access to our servers and/or and restricted areas or information held on the same. If you act in breach of this provision, you would be committing a criminal offence pursuant to the Computer Misuse Act 1990. Any breach will be reported to the relevant law enforcement authorities as a matter of Welfare Way Ltd policy and we maintain a zero tolerance approach to these activities. We will co-operate with the appropriate authorities and disclose your identity to them. In the event of such a breach of the law and of this provision, your right to use our website will cease immediately.

## Complaints Procedure

If you are not happy with any aspect of our service, please make your dissatisfaction known. You can do this by speaking or emailing directly to our office staff.

You will receive email or written acknowledgement of receipt within 5 working days along with details as to how the complaint will be dealt with. Within a further 30 days you will receive resolution or details of progress so far. If you are still unhappy you will be given details of who to approach for a review of the matter.

## Equal Opportunities

The Welfare Way Ltd is committed to a policy of Equal Opportunities and of valuing, acknowledging and respecting difference and diversity. We also aim to provide access to our services irrespective of their protected characteristic or work patterns.

We aim to ensure that Equal Opportunities are an integral feature in all our services.

- Ensure that all people are treated as individuals
- Respect the opinion and experience of others
- Ensure that assumptions are not made about people
- Appropriately challenge discriminatory or oppressive behaviour or language

### Disclaimer

Welfare Way Ltd makes every effort to ensure the information published on this website is accurate at all times. It disclaims any liability for error or omission, however caused. Users are strongly advised to check with their local children's social care services and/or local Safeguarding Partnership for the most up to date and accurate information. Welfare Way Ltd does not maintain any of the sites provided as links. It therefore does not assume responsibility for the contents of any other site, nor does any link constitute endorsement of that site, its sponsor or its contents.

### Jurisdiction and Applicable Law

The Welfare Way Ltd terms and conditions are governed by English consumer law and we mutually agree to the non-exclusive jurisdiction of the courts of England and Wales. Customers in Scotland or Northern Ireland may also refer to local legislation should this be deemed an appropriate procedural action. In the case of business users these terms of use, and therefore any non-contractual disputes or claims, are governed by English law and we mutually agree to exclusive jurisdiction of the same.

### Copyright

All content on this web site, including, but not limited to, text, graphics, photographs, images, moving images, sound, illustrations and software are owned by Welfare Ltd unless otherwise stated. Permission is granted for material to be downloaded to file or printer for private or non-commercial uses only. Any other use requires the written permission of Welfare Way Ltd

### Cookie Policy

The Welfare Way Ltd website places cookies, which are small data files, on your computer or handheld device. This is standard practice for all websites. Cookies are essential for helping us deliver a high quality website for our customers. For more information about cookies, including how we use them and how to disable them, see below.

By using and browsing the Welfare Way Ltd website, you consent to cookies being used in accordance with our policy. If you do not consent, you must refrain from using the website.

### What are cookies?

This website uses cookies to collect information. Cookies are small data files which are placed on your computer or other mobile or handheld device (such as smart phones or tablets) as you browse this website. They are used to *remember* when your computer or device accesses this website. The cookies are essential to the effective operation of our website and to enable to you shop with us online.

### What information is held in the cookie?

Welfare Way Ltd does not place any personal data in the cookie. The use of the cookie is solely as an unique identifier for the particular device you are using.

### What are cookies used for?

Welfare way Ltd makes limited use of cookies, however they are essential for the correct running of the site. Cookies are essential for online purchasing and the running of the online products. Welfare way Ltd also uses the data for tracking usage on the website, which in turn enables us to build a better website for you. Cookies are also essential for technical diagnosis if anything does go wrong.

### How do I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How to do this will depend on the browser you use and guides can be found [here](#).

### What happens if I disable cookies?

The Welfare Way website will not operate properly if cookies are switched off.