

# Family Mental Fitness North East

## Terms, Privacy & Cookies



### 1. Terms & Conditions

#### 1.1 Introduction

Welcome to the Family Mental Fitness North East CIC website. By accessing or using this site, you agree to these Terms & Conditions. If you do not agree, please do not use our website.

#### 1.2 About Us

This website is operated by Family Mental Fitness North East CIC (“we”, “our”, “us”), a registered Community Interest Company in England and Wales.

Registered address: [Insert Address]

Company number: [Insert number]

#### 1.3 Website Use

You agree to use our site only for lawful purposes and in a way that does not infringe the rights of, restrict, or inhibit anyone else’s use.

You must not:

- Use the site for fraudulent or illegal purposes.
- Interfere with the operation or security of the site.

#### 1.4 Intellectual Property

All content on this website, including text, graphics, logos, and images, is owned by or licensed to Family Mental Fitness North East CIC. You may view, download, and print content for personal, non-commercial use only.

#### 1.5 External Links

We may link to other websites. We are not responsible for the content, privacy policies, or practices of any third-party sites.

#### 1.6 Limitation of Liability

We make every effort to ensure the information on this site is accurate, but we provide it “as is” without any guarantees. We are not liable for any loss or damage that may result from using this site.

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### 2. Privacy Policy

#### 2.1 How We Use Your Data

We collect and process personal data in line with UK GDPR and the Data Protection Act 2018. We only collect data necessary for:

- Providing services you request.
- Communicating with you about your bookings or enquiries.
- Improving our services and website.

#### 2.2 Data We Collect

We may collect:

- Your name, email address, and phone number.
- Information you provide in forms, such as service enquiries or feedback.
- Website usage data via cookies (see Section 3).

#### 2.3 Lawful Basis for Processing

We process your data under one or more lawful bases:

- Consent – when you opt in to receive updates or marketing.
- Contract – when we need to fulfil a booking or provide services.
- Legitimate Interest – when necessary to run our operations, provided it does not override your rights.

## 2.4 Storing Your Data

We store your data securely and only for as long as necessary to fulfil the purposes we collected it for.

## 2.5 Sharing Your Data

We will not sell or rent your personal data. We may share it with trusted partners or service providers only where necessary to deliver our services, and always under a data processing agreement.

## 2.6 Your Rights

You have the right to:

- Access the personal data we hold about you.
- Request correction or deletion of your data.
- Withdraw consent for marketing.
- Make a complaint to the ICO ([www.ico.org.uk](http://www.ico.org.uk)).

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## 3. Cookies Policy

### 3.1 What Are Cookies?

Cookies are small text files placed on your device when you visit our website. They help us improve your experience and understand how the site is used.

### 3.2 Types of Cookies We Use

- Essential Cookies – required for the website to work properly.
- Analytics Cookies – help us understand visitor behaviour and improve our services.
- Preference Cookies – remember your choices and settings.

### 3.3 Managing Cookies

Most browsers allow you to block or delete cookies. If you do so, some parts of our site may not work properly.

You can learn more at: [www.allaboutcookies.org](http://www.allaboutcookies.org)

**Date:** July 2025

**Revisions:**

**Review:** Annually

