

Nu Know Privacy Policy

Last updated: September 2026

Nu Know Community CIC (“Nu Know”, “we”, “us” or “our”) respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store and protect personal information when you:

- visit our website;
- contact us;
- enquire about or book our services;
- participate in our workshops, programmes, consultations, research or events;
- sign up to receive communications from us;
- work with us through your school, organisation, company or public body;
- provide feedback, a testimonial or other information about our services; or
- otherwise interact with Nu Know.

It also explains your rights in relation to your personal data and how you can contact us if you have questions or concerns.

This Privacy Policy should be read alongside any other privacy information we provide at the point where we collect your personal data, where applicable.

1. Who We Are

Nu Know Community CIC is the data controller responsible for the personal data we process in connection with our website, services and activities, unless otherwise stated.

Nu Know provides educational, research and community-focused services relating to children, young people, adolescence, parenting, relationships, wellbeing and related areas.

For questions about this Privacy Policy or how we use personal data, please contact us:

Email: hello@nuknow.co.uk

Where a specific project or service has a different data controller, such as a school, local authority, research institution or other commissioning organisation, we will explain this to you where appropriate.

2. What Personal Data We Collect

The information we collect depends on how you interact with Nu Know.

Information you provide to us

This may include:

- your name;

- age or date of birth where relevant to a service;
- email address;
- telephone number;
- home or correspondence address where required;
- organisation, school, company or professional details;
- booking and appointment information;
- information about the services you have requested or received;
- payment and transaction information;
- communications between you and Nu Know;
- feedback, reviews and testimonials;
- information provided when completing surveys, evaluations or research activities; and
- other information you choose to provide to us.

Information relating to children and young people

Some Nu Know services involve children and young people or are delivered through schools, community organisations or other services working with children and young people.

Depending on the service, we may therefore process information relating to a child or young person, including their:

- name or initials;
- age or age group;
- school or educational setting;
- participation in a Nu Know programme or activity;
- responses to questionnaires, surveys or evaluation activities; and
- other information necessary to deliver the particular service.

We aim to collect only information that is necessary for the relevant service or activity.

Where we work with children and young people, we take particular care to ensure that information is handled appropriately and securely. Where appropriate, additional information about how children's data is processed will be provided as part of the relevant programme, research project or service.

The ICO's guidance recognises that organisations processing children's information need to take additional care with transparency, privacy and the protection of children's data.

Information that may be sensitive

Depending on the service, research project or information voluntarily disclosed to us, we may receive information that falls within the legal definition of **special category data**, such as information relating to health, disability, ethnicity, religion or sexual orientation.

We do not seek to collect sensitive personal information unnecessarily.

Where special category data is required for a particular purpose, we will only process it where we have identified an appropriate lawful basis and additional condition required under data protection law.

For example, information about accessibility or disability may be necessary to make reasonable arrangements for participation in a service. Research or evaluation activities may also involve the collection of information that requires additional safeguards.

Where sensitive information is not necessary, please do not provide it to us.

Information we collect automatically

When you use our website, we may collect certain technical information automatically, depending on the cookies and other technologies used on the website.

This may include:

- IP address;
- browser type and version;
- device type;
- operating system;
- general location information derived from technical data;
- pages visited;
- how you interact with our website; and
- other technical or usage information.

Please see our **Cookie Policy** for further information about cookies and similar technologies.

3. How We Collect Personal Data

We may collect personal data:

- directly from you when you contact us, complete a form, make a booking or otherwise communicate with us;
- when you participate in a Nu Know programme, workshop, event, consultation or research activity;
- through a school, employer, local authority, charity or other organisation that arranges or commissions a service from us;
- when you provide feedback or complete an evaluation;
- when you subscribe to our mailing list;
- when you interact with our website or digital platforms; and
- from other organisations or publicly available sources where this is lawful and appropriate.

Where we receive personal data from an organisation on your behalf, that organisation may have its own privacy notice explaining its processing of your information.

4. Why We Use Your Personal Data

We only use personal data where we have a lawful basis to do so.

Depending on the circumstances, we may use your information to:

Provide our services

We may use your personal data to:

- respond to enquiries;
- arrange and manage bookings;

- communicate with clients, parents, carers, schools and organisations;
- deliver workshops, programmes, consultations and other services;
- manage attendance and participation;
- make appropriate accessibility arrangements;
- process payments and invoices; and
- provide information or resources requested by you.

The relevant lawful basis may include **performance of a contract** or taking steps at your request before entering into a contract.

Communicate with you

We may use your contact details to respond to enquiries, provide information about a service you have booked and communicate with you about an existing relationship with Nu Know.

The lawful basis will depend on the nature of the communication and may include **performance of a contract, legitimate interests, legal obligation or consent**.

Marketing and newsletters

Where permitted by law, we may send information about Nu Know's activities, services, events, research, resources and opportunities.

Where consent is required, we will ask for it.

You can unsubscribe from marketing communications at any time by using the unsubscribe option provided in the communication or by contacting us at hello@nuknow.co.uk.

Unsubscribing from marketing does not prevent us from sending necessary administrative or service-related communications.

Research, evaluation and learning

Nu Know undertakes and contributes to research, evaluation and learning activities.

Where personal data is collected for a particular research or evaluation project, we will explain how the information will be used and, where appropriate, provide additional project-specific privacy information.

Where possible, information used for research, evaluation or reporting will be anonymised or otherwise de-identified.

Where personal data is used for research or statistical purposes, we will apply appropriate safeguards and only do so where permitted by data protection law.

Safeguarding

Nu Know works with children, young people, parents, carers and organisations working with families.

We may process and share personal information where necessary to respond to safeguarding concerns, protect someone from harm, comply with our legal obligations or cooperate with relevant safeguarding or statutory services.

Confidentiality cannot be guaranteed where information needs to be shared to protect a child, young person or another person from harm, or where disclosure is otherwise required or permitted by law.

Legal and administrative purposes

We may use personal data where necessary to:

- comply with legal or regulatory obligations;
- maintain financial and accounting records;
- administer contracts;
- manage payments and recover outstanding amounts;
- protect our systems and information;
- investigate or prevent fraud, misuse or security incidents;
- obtain professional advice; and
- establish, exercise or defend legal claims.

5. Our Lawful Bases for Processing

Under UK data protection law, we must have a lawful basis for processing personal data.

Depending on the circumstances, these may include:

Performance of a contract

Where processing is necessary to provide a service you have requested or to take steps before entering into a contract.

Legitimate interests

Where processing is necessary for our legitimate interests, such as administering and improving our services, maintaining appropriate business records, communicating with existing clients and protecting our systems, provided that these interests are not overridden by your rights and interests.

Consent

Where we ask you to provide consent, such as for certain marketing, photography, testimonials or other activities where consent is the appropriate legal basis.

You may withdraw consent at any time where consent is our lawful basis.

Legal obligation

Where we need to process information to comply with a legal or regulatory requirement.

Vital interests

In limited circumstances, where processing is necessary to protect someone's life.

Where we process special category data, we will also identify an appropriate additional condition required under UK data protection law.

6. When We Share Personal Data

We do not sell your personal data.

We may share personal data where this is necessary, lawful and appropriate, including with:

- service providers who help us operate our website, systems or services;
- payment and financial service providers;
- email, communication and booking platforms;
- professional advisers, such as accountants, lawyers and insurers;
- organisations commissioning or delivering a service with us, where appropriate;
- schools, local authorities or other organisations where this is necessary to deliver an agreed service;
- research partners or institutions where relevant to a research project and in accordance with the relevant research arrangements;
- safeguarding, regulatory or statutory bodies where necessary;
- law enforcement or other authorities where we are legally required or permitted to do so; and
- another organisation where necessary in connection with a restructuring, transfer or other change to our organisation.

We require service providers processing personal data on our behalf to handle that information securely and in accordance with applicable data protection requirements.

Where another organisation is responsible for determining how and why your data is processed, that organisation may be a separate or joint data controller. Where relevant, we will make this clear to you.

7. International Transfers

We will seek to keep personal data within the UK where possible.

Some technology or service providers we use may process information outside the UK. Where personal data is transferred outside the UK, we will ensure that appropriate legal safeguards are in place in accordance with applicable data protection law.

Where relevant, further information about international transfers can be obtained by contacting us at hello@nuknow.co.uk.

8. Cookies and Website Technologies

Our website may use cookies and similar technologies.

Cookies may be used to:

- make the website function properly;
- remember preferences;
- understand how visitors use the website;
- improve website performance; and
- where applicable, support analytics or marketing activities.

Where consent is required for non-essential cookies, we will ask for your consent before using them.

You can control cookies through your browser settings and, where available, our cookie preference tools.

9. Keeping Your Personal Data Secure

We take reasonable and appropriate technical and organisational measures to protect personal data against:

- accidental loss;
- unauthorised access;
- inappropriate use;
- alteration; and
- unauthorised disclosure.

Access to personal information is limited to people who need it for legitimate work purposes.

Where contractors or service providers have access to personal data, we expect them to maintain appropriate confidentiality and security arrangements.

No method of transmitting or storing information online can be guaranteed to be completely secure. However, we take reasonable steps to protect the information we hold.

10. How Long We Keep Personal Data

We retain personal data only for as long as reasonably necessary for the purposes for which it was collected, including where we need to meet legal, accounting, safeguarding or reporting requirements.

The appropriate retention period depends on the type of information and why we hold it.

For example, financial and transaction records may need to be retained for longer periods to meet legal and accounting obligations.

Information relating to research or evaluation may be retained for longer where this is necessary for the research purpose and permitted by law. Where possible, information will be anonymised so that individuals are no longer identifiable.

When personal data is no longer required, we will securely delete it or anonymise it where appropriate.

11. Children's Personal Data

Nu Know works with children and young people and therefore may process children's personal information as part of our services, programmes, research and community activities.

We take children's privacy seriously and aim to:

- collect only information that is necessary;
- explain in an age-appropriate way, where appropriate, how information is used;
- apply appropriate safeguards to children's information;
- avoid unnecessary collection or sharing of children's personal data;
- consider the best interests of children when designing activities involving their information; and

- provide appropriate routes for children, parents and carers to exercise data protection rights.

Where an online service is likely to be accessed by children, additional requirements may apply under the ICO's Children's Code.

For particular programmes involving children or young people, we may provide additional privacy information explaining exactly what information is collected, why it is collected, who it is shared with and how long it will be retained.

12. Your Data Protection Rights

Depending on the circumstances and subject to applicable legal exemptions, you may have the right to:

- request access to the personal data we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase your personal data;
- ask us to restrict how we process your personal data;
- object to certain processing;
- withdraw consent where consent is our lawful basis;
- request data portability where applicable; and
- object to direct marketing.

These rights are not absolute and may be subject to legal conditions or exemptions.

For example, we may need to retain certain information to comply with a legal obligation, establish or defend legal claims, or meet safeguarding responsibilities.

13. How to Exercise Your Rights

To exercise your rights or ask questions about how we use your personal information, contact:

Email: hello@nuknow.co.uk

Please provide enough information for us to identify you and understand your request.

We may need to ask for additional information to verify your identity before providing personal data or making changes to your information.

We will normally respond to a valid request within one month, although this may be extended where permitted by law for particularly complex or numerous requests.

We will not normally charge a fee for exercising your data protection rights. A reasonable fee may apply in circumstances permitted by law, such as where a request is manifestly unfounded or excessive.

14. Third-Party Websites and Services

Our website and communications may contain links to websites, platforms or services operated by third parties.

These third parties have their own privacy policies and terms. Nu Know is not responsible for the privacy practices of websites or services that we do not control.

We encourage you to read the privacy information provided by any third-party service before providing personal information.

15. Complaints

If you have a concern about how we have handled your personal data, please contact us first:

Email: hello@nuknow.co.uk

We will take your concern seriously and seek to resolve it.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you believe that your personal data has been handled unlawfully.

Information about contacting the ICO is available through its website:

[Information Commissioner's Office](#)

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, how we process personal data, technology, legal requirements or regulatory guidance.

The latest version will be published on our website.

This Privacy Policy was last updated in September 2026.

17. Contact Us

If you have any questions about this Privacy Policy or how Nu Know uses personal data, please contact:

Nu Know Community CIC

Email: hello@nuknow.co.uk