

# Privacy Notice for Leap Partner Forum

c/o Buckinghamshire Council

At Leap we are committed to protecting your privacy when you use our services. We are hosted by Buckinghamshire Council and our relationship is based on Leap being the Data Controller and Bucks Council being the Data Processor.

The law requires us to give you a Privacy Notice which gives you details about how we use and protect your information. The notice below gives you those details and explains how we keep your information secure, how we use it and why we need it.

This Privacy Notice applies to all personal information held by and used by Leap or on our behalf. This notice applies to attendees of the Leap partners forum.

If you have any questions regarding this notice or our privacy practices then please contact us:

**by email:** [info@leapwithus.org.uk](mailto:info@leapwithus.org.uk)

**in writing:** Leap, c/o Buckinghamshire Council, Coach House, Green Park, Stablebridge Road, Aston Clinton, Bucks, HP22 5NE

**or by telephone:** 01296 585215

This notice will be reviewed and updated on an annual basis. It may also be updated when we change our services and will always contain details of when it was last updated.

## How we collect your information

We collect information from you when you contact us or book onto the partner forum, usually through completion of an online form.

## What information do we collect?

The personal information we collect includes your name, contact details, role, organisation you work for and your e-mail – information required to administer the forum delivery. We will state clearly the information we will be collecting when you book your place at the forum.

### Leap website

When you use our website ([www.leapwithus.org.uk](http://www.leapwithus.org.uk)) we may also collect digital information about you such as your IP address and your browsing use of our website. This is to gather insight into how you use our website to enable us to make it easier and better for you in future to find what you need, and to report statistical details to our funders.

### Use of IP addresses and cookies

Cookies are small text files that are placed on your computer by websites that you visit. They're widely used in order to make websites work more efficiently, as well as to provide information to the owners of the sites.

We use cookies to check the use of our website and to help us customise the website when you visit it. We don't store or transmit any information that identifies you on these cookies apart from the IP address which is a unique string of numbers that identifies the device which is connected to the internet.



You can change your cookie setting at any time in the security settings in the browser you use to access the internet. Please note, however, that rejecting all cookies may impact your experience of our website.

We use IP addresses only for the purposes of system administration and, like cookies, to check the use of our website. We don't link IP addresses to any other information, which means that while your user session will be logged we won't know who you are.

### Online payments

If you make an online payment for one of our services through our website ([www.leapwithus.org.uk](http://www.leapwithus.org.uk)) then it will be processed by PayPal who specialise in the secure online capture and processing of credit/debit card transactions. They act as data processors for Leap and only process personal information in line with our instructions. Their privacy policy can be viewed here:

[PayPal privacy policy](#)

## Why we use your information

We may use your information to:

- Process bookings, applications or orders that you have submitted in accordance with the terms and conditions of that service
- Manage the services we provide to you
- Carry out our obligations from any contracts entered into between you and ourselves
- Help look at complaints, concerns or worries you have about our services
- Send you communications you have requested and that may be of interest to you
- Help with the research and planning of new services
- Check the quality of services and identify improvements

## How long will we hold your information?

We'll only keep your information while we still need it to provide you with a service or where we are required to keep it. We will state the retention schedule clearly when you apply, enter or sign up for a service.

If you would like to find our more information about a specific product or service then please visit the relevant webpage on our website ([www.leapwithus.org.uk](http://www.leapwithus.org.uk)) or contact us by email at [info@leapwithus.org.uk](mailto:info@leapwithus.org.uk)

## How we may share your information

To help us provide some of our services, we may need to ask for your consent to pass your information to our third party partners and other associated organisations such as our funding organisations. When we use third party service providers we will clearly state the information that we will share, and who it will be shared with, in the individual privacy notice for that service. The reasons we may share your information are detailed below:

- We have your (or your legal representative's) permission
- We have a contract with you
- To carry out our legal duties
- It is required by law
- For legal cases



- To protect someone in an emergency
- For employment purposes
- To deliver or help deliver health or social care services
- You have made your information publically available
- It is for the benefit of society as a whole
- To protect public health
- For archiving, research or statistical purposes

We will not sell or rent your information to third parties, or share your information with third parties for marketing purposes.

One of the functions of the partner forum is to facilitate networking between partners working in the area. For this purpose we will circulate an attendee list including contact details, we ask for your permission to do this during the booking process.

## How we keep your information safe

It may sometimes be necessary for your information to be stored in or looked at by other countries or territories around the world. If this happens we will make sure your information is still safe by protecting your rights and checking that the country or territory gives you the same or similar rights as the UK.

All of our information is kept safe using the following:

- Passwords. To make sure that only staff and organisations who are authorised to see your information can do so.
- Training. So staff know how to look after your information.
- Regular monitoring. So we can keep up to date with new technology and threats to your information and make sure our systems stay secure.

## Your rights and how you can control your information

The law gives you rights about the information we hold about you and how we use it.

Where we are holding or using your information because you have given us your permission you can take away your permission at any time. This may however affect the services you receive. To do this you should contact us:

**via email:** [info@leapwithus.org.uk](mailto:info@leapwithus.org.uk)

**in writing:** Privacy Department, Leap c/o Buckinghamshire Council, Coach House, Green Park, Stablebridge Road, Aston Clinton, Bucks, HP22 5NE

No matter how or why we are using your information you also have the right to:

- Be told how we use your information. This is being done in this Privacy Notice
- Ask for a copy of the information that we hold about you
- Ask that any incorrect or incomplete information about you is corrected. Where this cannot be done because we need to keep a record of why we made a decision or for some other reason we will make sure we keep the new details you have provided and use them in the future.
- Ask for your information to be deleted or destroyed where there is no good reason to continue using it and provided that there are no proper or legal grounds for retaining it
- Ask us to limit the use of your information (if this is possible, this may affect service delivery to you)
- Have your data transferred or copied to another provider in certain circumstances. It is likely that this won't apply to most of the information we hold about you and if we cannot do it we will tell you why



Please contact us if you want to ask us to do any of the above.

## If you have any concerns

If you think we've failed to comply with our obligation for handling your personal information or you have a complaint about how we have handled your personal information you can contact us;

**by email:** [info@leapwithus.org.uk](mailto:info@leapwithus.org.uk)

**in writing:** Leap, c/o Buckinghamshire Council, Coach House, Green Park, Stablebridge Road, Aston Clinton, Bucks, HP22 5NE

**or by telephone:** 01296 585215

If you remain dissatisfied with our response, you have a right to lodge a complaint with the Information Commissioner's Office (ICO).

[Report a concern by visiting the ICO website](#)

*Last updated 8<sup>th</sup> January 2021*