



dialogue

Policy:	Privacy Notice
Version:	Version 3.0
Approved by:	John Woodhouse
Date Reviewed:	December 2024
Next Review:	May 2025

The information below explains when and why we collect personal information about users of our services, how we use it, when we may disclose it to others and how we keep it safe.

This information will be updated from time to time so please make sure that you check this page / document occasionally to make sure that you are still happy with the way your information is being handled. By use of our services you are agreeing with the information set out below.

How do I get in contact?

If you have any questions about this information or the way that dialogue handles the privacy of your information please get in contact via: Online: through our contact form on our website (<https://dialogueltd.co.uk/contact>).

Post: dialogue, Chimmels, Dartington Hall, Totnes, Devon, TQ9 6EQ

Who are we?

We are **dialogue**, a company dedicated to providing support to individuals and agencies to enable them to meet their responsibilities in relation to keeping children safe.

We are registered with Companies House, our registration number is 08549351. Our registered address is Chimmels, Dartington Hall, Totnes, Devon, TQ9 6EQ.

We are also registered with the Office of the Information Commissioner, our registration number is ZA298077.

How do we collect information about you?

We obtain information about you when you register to use our website or contact us about products and services. Where **dialogue** provides a service to organisations, dependent on the nature of that service, we may collect and hold information about individuals as part of the provision of the service.

We may also collect information in the course of our quality assurance work through access to the systems of other organisations, records and reports, conversations with staff or professionals, or by meeting you and having a chat.

What type of information is collected about you?

When using our website we collect personal information about you which may include your name, work address and employer, role you are employed in, email

address, IP address and information about what pages you visited and when. If you make a purchase through our site and pay by debit or credit card we do not hold your card information, it is collected by our third party payment processors who undertake to ensure its safety.

Where **dialogue** is providing services to organisations, we may collect personal information about individuals who are employed by that organisation. This may include information such as name, age, address, role in the organisation, reasons for involvement with the organisation and summaries of that involvement.

Where we provide quality assurance or audit of a setting, we may collect information about children and adults in these services. We take care to avoid recording personal data such as names, dates of birth or sensitive personal data where possible. However, often because of the size of the service, we recognise people may be identifiable and so take precautions to ensure such information is stored and, where necessary, transferred securely.

How is your information used?

We may use your information to:

- provide you with learning materials and associated resources.
- process any purchases that you have made.
- meet our obligations as a result of contracts entered into between you or your organisation and us.
- seek your views and comments on our services.
- make you aware of changes to our services.
- send information to you that you have requested and identified may be of interest to you – this may include updates and advertising of our services.
- to allow **dialogue** to undertake analysis of who is using our services.

Where you access services directly from **dialogue**, you are acknowledging that your data will be processed as set out above in order to provide you with the services you have signed up to. You do however retain the right to control how dialogue use your information in relation to contacting you as set out below.

Where **dialogue** collects personal data through working with specific organisations, such as about young people or staff, this data will only be used in relation to that contract and will not be used for any other purpose.

How long do we keep your information for?

dialogue will store your personal information for a period of up to three years after the date that your account is last updated or accessed (whichever is later). This length of time has been chosen as any learning that you have completed through our services will then require updating. Where possible we will contact you prior to deleting your account and associated information providing you with the choice about whether you wish dialogue to keep your account active.

You retain the right to request that **dialogue** delete your account and data at any time. When your account is deleted this will remove all your personal information from our network, including any records of learning accessed / completed. Requests to delete accounts can be made by contacting **dialogue** online by using our contact form (<https://dialogueltd.co.uk/contact>), or by writing to us at dialogue, Chimmels, Dartington Hall, Totnes, Devon, TQ9 6EQ.

Where **dialogue** holds your data through working on specific contracts we will only keep your data for the length of the contract and a further period of time agreed with the contracting organisation at the beginning of the contract. At the end of this time, the data will either be destroyed or returned to the contracting organisation.

Who has access to your information?

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

Third Party Providers working on our behalf: We may pass your information to our third party service providers for the purposes of completing tasks and providing services to you on our behalf (for example give you the results of your e-learning). However when we use third party providers we will only disclose personal information that is necessary to deliver the service. Where we use third party providers we will have contracts in place with third party providers that require them to keep your information securely, not use it for any other purpose than the agreed task and to destroy the relevant records once the task is complete.

Use of credit / debit cards on our website: When making purchases through our website and paying by credit or debit card your payment will be processed by a third party payment processor. These payment processors specialise in the online capture and processing of debit / credit card transactions. If you have any questions regarding this please contact us.

We may be required by law to disclose your personal information, for example through a court order, to protect children or for the purposes of prevention of fraud or other crime.

If **dialogue** were to sell some or all our business to a third party then we may transfer your personal information to that third party. We will however take steps to ensure that your privacy rights continue to be protected.

Choices you can make

You can choose if you want dialogue to make contact with you – these choices can be recorded by using the relevant boxes on the form through which we collect your information.

We will not contact you for marketing purposes without your prior consent. You can change your preferences at any time either through your online account (if you are a registered user of our website) or by using our contact form (<https://dialogueltd.co.uk/contact>).

Where we are undertaking quality assurance work we ensure young people, local authorities and, where appropriate, those with parental responsibility have consented to us accessing their files. If this permission is not given, we will work with young people and their families to build sufficient trust and continue our assessment from wider information in the home and observations.

Keeping your information up to date

The accuracy of the information that we hold about you is important to us. You can therefore check this information at any time through your online account (if you are a registered user of our website), by using our contact form (<https://dialogueltd.co.uk/contact>), or by writing to us at **dialogue**, Chimmels, Dartington Hall, Totnes, Devon, TQ9 6EQ.

You have a right to ask for a copy of the information **dialogue** hold about you, and this can be done using the contact details above.

Keeping your information safe

When you provide us with personal information we will take steps to ensure that it is kept safe. Communications between your computer and our website are protected using Secure Socket Layer encryption and you can confirm this through the padlock icon appearing in your browser.

We will make every attempt to ensure that information transmitted to us through our website remains safe, however we cannot guarantee that anything is 100% secure. As a result you provide information to us at your own risk. Where you have created an online account with us you will have a password associated with this. This password will enable you to access your personal information when used with your logon details and you are responsible for keeping this password confidential. We ask that you do not share your password with anyone and that you change it regularly.

Where we obtain personal information through other sources (e.g. when providing consultancy or quality assurance services to individual organisations), this information will be held securely by the consultant. Where stored on computers we will ensure that it is stored securely with password protection and only transferred to other systems if absolutely necessary. Where information is emailed we either password protect the document and share this with the person receiving the information under separate cover or use a secure email provider.

Use of cookies

Like many websites, the **dialogue** website uses cookies. These are small packages of information sent from a website to your computer and stored on your hard drive to allow the website to recognise you when you visit.

You can switch off cookies through the settings on your browser; however this may result in a loss of functionality when using our website.

Links to other websites

Our website may provide links to websites provided by other organisations. This privacy notice only applies to dialogue and so if providing information to another website you should read their privacy notice before doing so. We cannot be responsible for the privacy policies and practices of other sites, even if you have accessed them through our website.

If you linked to our website from a third party we cannot be responsible for their privacy policies and practices and recommend that you check the policies of those sites.

Protection of children

We will do everything to ensure that the welfare of any children using our site is protected. If you are a child, please get a parent or guardian's permission before you provide us with information unless you fully understand your data rights.

Children's welfare comes first. Where we have reason to suspect a child may be at risk of significant harm, we will follow the child protection procedures of the organisation with whom we are working. If necessary, we will follow the relevant local Safeguarding Children Partnership escalation procedure.

Transfer of your information

It may sometimes be necessary to transfer personal information overseas. Any transfers made will be in full compliance with all aspects of the data protection act.

If you are not satisfied with our response

If you are not happy with the way that we have handled any request in relation to your personal information or the manner in which we store your information or allow access to it please contact us.

You can at any time approach the Information Commissioner's Office at any time – more information about reporting a concern to the Information Commissioner can be found at <https://ico.org.uk/concerns/> or by contacting the Information Commissioner's Office by telephone on 0303 123 1113.

Date	Page	Details of changes	Reviewed by
January 2024	All	None	Charlie Warne
December 2024	All	None	Jen Bean and John Woodhouse