



# Privacy Policy

Close-Knit is an organisation that supports parents and families and is a company limited by guarantee registered in England and Wales under Company No 13356454.

Close-Knit take your privacy seriously. This policy together with our terms of use of our website sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed.

## What information we hold

- Information that you give us. When filling in forms on our websites, at events we run, corresponding with us by phone, email or letter, it includes information you provide when you register to use our site, participate in discussion boards or other social media functions on our site, surveys, campaigns and when you report a problem with our site. The information you give us may include your name, postal address, e-mail address, phone number, financial and credit card information, personal description and/or photographs. We collect for research, monitoring or evaluation purposes.
- Information we collect about you. With regard to each of your visits to our site we will automatically collect the following information:
  - i) Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, and operating system and platform;
  - ii) Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page and any phone number used to call our head office and staff members.

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- Information we receive from other sources. We may also receive information about you from our affiliated organisations, other websites that we control, third parties who work closely with us including, for example, business partners, payment and delivery services and search information providers.
- If you are a Close-Knit employee or volunteer, we may also hold certain categories of sensitive information such as personal financial details, age, gender, marital status, date of birth, full employment and educational history, references, medical and criminal records.

### How we will use your information

- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- To allow you to participate in interactive features of our service, when you choose to do so;  
As part of our efforts to keep our site safe and secure;
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- If you sign up for electronic communication, we will use your information to send you news and information about Close-Knit.
- To maintain accurate and up to date records of our employees and volunteers
- To run Disclosure and Barring Service checks when necessary on employees and volunteers in accordance with our safeguarding and employment policies.

### Where we store your personal data

- We are committed to holding your personal information securely. Only Close-knit staff and authorised volunteers (and the staff of our partners) that need to see the data can access it.
- We may store your information on computers, in paper form, or both.
- All computers that store any personal data are password protected.
- Laptop computers and similar devices that contain confidential information are encrypted.

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- Any paper files that hold personal information (other than names and contact details) are kept on secure premises in locked cupboards and filing cabinets.
- The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or for one of our providers. This includes staff engaged in, among other things, the fulfilment of your requests for services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and in compliance with all relevant UK data protection legislation.
- Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **Our legal basis for processing your data**

- Our legal basis for processing personal data is different depending upon the purpose it was collected for. The following list covers the main types of data that we hold, for a full list please contact [info@close-knit.org.uk](mailto:info@close-knit.org.uk)
  - i) Data collected for Close-Knit news mailing and marketing lists is held on consent (unless otherwise stated).
  - ii) Data collected through our booking systems for the events and courses that we run is held for our legitimate interests or because of a contractual obligation to do so.
  - iii) Employee and volunteer data records are processed to comply with legal and contractual obligations.
- Some of your records may be held with your consent. Where we choose to hold such records on consent, we will notify you of this when your data is collected and will ask for you to agree to this. We will also inform you how you can withdraw your consent if you wished to do so.

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Close-Knit CIC Registered Community Interest Company number **13356454**

St Aidan's Centre, Clifton St, Middlesbrough TS1 4BZ



## How long we hold your data

- The length of time that we will retain your data will vary depending upon the purpose for which it is processed.
- Data that is held by us on consent is only kept for as long as we have your consent to process that data.
- For a full list of our data retention periods you can contact us at [info@close-knit.org.uk](mailto:info@close-knit.org.uk)

## Your rights

- Under UK legislation you have a number of rights about how your data is processed. Full details of your personal rights can be found on the Information Commissioner's Office website - <https://ico.org.uk/>.
- Your rights include the right to:
  - i) Request access to the data we hold about you,
  - ii) Have inaccurate and incomplete data rectified,
  - iii) Have the personal data we hold on you deleted (except where we are required to hold the data by law),
  - iv) To restrict the processing of your personal data in certain circumstances.
- Data that is held on consent will only be processed as long as we have your consent. To withdraw your consent, you can contact us by emailing us at [info@close-knit.org.uk](mailto:info@close-knit.org.uk)

## Cookies

- Our website uses Google Analytics, a web analytics service provided by Google, Inc. (Google). Google Analytics uses cookies. We may disclose or transfer data about your search activity on this site with Google Analytics, please refer to their privacy policy for more information
- Our websites use cookies for the following reasons:
  - i) To allow you to carry information across pages of our websites and avoid having to re-enter information when you return to one of our sites;
  - ii) To measure our website traffic and analyse how our websites work. This will allow us to make changes to our websites in the future and make them easier to use;

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- You can accept or decline cookies by modifying the settings in your browser. Please note that if you disable all cookies then you may not be able to access some parts of our websites.

### **Other websites**

- Our site may, from time to time, contain links to and from other websites, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies.
- Please also note that third party sites that you are linked to within our website may also use cookies. We have no control over the use of cookies by third party sites. Please ensure that you read the cookie and privacy policies before you submit personal data to any third party site.

### **Intellectual Property Rights and Ownership**

You understand and agree that our site and its entire contents, features, and functionality, including, but not limited to, all courses, information, software, code, text, displays, graphics, photographs, video, audio, design, presentation, selection, and arrangement, are owned by us, our licensors, or other providers of such material and are protected in all forms by intellectual property laws including without limitation, copyright, trademark, patent, trade secret, and any other proprietary rights.

Our name, logos, product and service marks, designs, images and slogans are registered and unregistered trademarks of Close-Knit. You must not use such marks without our prior written permission.

The materials on this site may not be copied, reproduced, posted, or republished in any way. They may be downloaded, displayed, or printed by the user for non-commercial and lawful personal use only, in accordance with the "Use Licence" provisions contained in Article 5. Otherwise, the republication or use of these materials without prior written consent from us is prohibited, and all rights are reserved.

### **For General Informational and Educational Purposes Only**

The content, courses, products and services offered on this site are provided for general informational and educational purposes only. The content, courses, products, and services provided by Close-Knit are not intended to be a substitute for the advice and/or treatment of healthcare and/or child care professionals trained to assess the development and progress of infants and children. Further, the needs of each infant and child are unique, and no content, courses, product, service, or forum provided by Close-Knit is intended to replace

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the advice of a healthcare and/or childcare professional. Any reliance on the material of this site is at your own risk. The use of Close-Knit site is not for emergency or crisis help. If you require emergency medical help, please contact your local emergency services.

You further confirm that:

Acting on behalf of yourself and your child, and to the extent allowed by law, you hereby waive and agree to release any claims or liability which you, your child or you child's heirs and successors may have or believe to have against Close-Knit and our parent, subsidiaries, affiliates or their respective directors, employees, agents, service providers, contractors, licensors, licensees, suppliers or successors for any injuries, losses or damages to you, your child, your child's personal property and your personal property.

You agree to be responsible for, indemnify and hold Close-Knit and our parent, subsidiaries, affiliates or their respective directors, employees, agents, service providers, contractors, licensors, licensees, suppliers or successors from and against any claims, suits, judgments or costs which may be brought against Close-Knit, its directors, employees or agents for the actual or alleged acts or omissions of you or your child.

By participating and engaging with our Site, you indicate that you have read and agreed with the above Disclaimer, Express Assumption of Risk, and Release of Liability in its entirety and freely and voluntarily assume all risks of such injuries and damages, notwithstanding such risks.

### **Indemnification**

To the maximum extent permitted by applicable law, you agree to defend, indemnify, and hold harmless Close-Knit and our parent, subsidiaries, affiliates, and their respective directors, employees, agents, service providers, contractors, licensors, suppliers, successors, and assigns from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to your breach of these Terms of Use or your use of the Site, including, but not limited to, your participation in courses, your user submissions, third-party sites, any use of the site's content, courses, products, and services, other than as expressly authorised in these Terms of Use.

### **Changes to our Privacy Policy**

Any changes we make to our privacy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

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### Contact

If you have any questions, comments or requests regarding this privacy policy please email [info@close-knit.org.uk](mailto:info@close-knit.org.uk), or write to us at our registered address;  
Close-Knit, St Aidan's Centre, Clifton Street, Middlesbrough TS1 4BZ.

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