

Privacy Policy

Effective Date: 07/11/2025

This Privacy Policy explains how **Together A Part** (referred to as "We," "Us," or "Our") collects, uses, shares, and protects your personal data when you visit our website, **www.together-a-part.co.uk**, and interact with our services, courses, and support packages.

We are committed to protecting your privacy and handling your data openly and transparently, in compliance with the General Data Protection Regulation (GDPR) (EU) 2016/679 and related UK data protection laws.

1. Who We Are (Data Controller)

- **Name:** Together A Part
- **Website:** www.together-a-part.co.uk
- **Contact Email:** info@together-a-part.co.uk

We are the Data Controller responsible for processing your personal data collected via this website.

2. The Data We Collect About You

Personal data, or personal information, means any information about an individual from which that person can be identified. We may collect, use, store, and transfer different kinds of personal data, which we have grouped as follows:

Category	Description
Identity Data	Name, title, date of birth, and gender.
Contact Data	Billing address, delivery address, email address, and telephone numbers.
Financial Data	Payment card details (processed securely via third-party providers) and bank account details for refunds/payments.

Transaction Data	Details about payments to and from you, and other details of courses and services you have purchased from us.
Technical Data	Internet protocol (IP) address, browser type and version, time zone setting and location, operating system, and other technology on the devices you use to access this website.
Usage Data	Information about how you use our website, products, and services.
Marketing and Communications Data	Your preferences in receiving marketing from us and your communication preferences.
Sensitive Data	Note: Given the nature of our therapeutic services (supporting parents/children with complex needs), you may voluntarily provide special category data (e.g., health or background information). We will only process this with your explicit consent or where strictly necessary for the performance of a contract (e.g., tailoring a specific course).

3. How We Collect Your Personal Data

We use different methods to collect data from and about you, including:

- **Direct Interactions:** You may give us your Identity, Contact, and Financial Data by filling in forms, booking a course, corresponding with us by post, phone, email, or otherwise.
- **Automated Technologies or Interactions:** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions, and patterns. We collect this data by using cookies, server logs, and other similar technologies.
- **Third Parties or Publicly Available Sources:** We may receive personal data about you from various third parties such as:
 - Analytics providers (e.g., Google Analytics).
 - Payment services (e.g., Stripe, PayPal).
 - Social media platforms if you interact with us there.

4. How We Use Your Personal Data (Purposes)

We will only use your personal data when the law allows us to. We have set out below the ways we plan to use your personal data, and which legal bases we rely on to do so:

Purpose/Activity	Type of Data	Lawful Basis for Processing
To register you as a new customer/user.	Identity, Contact	Performance of a Contract with you.
To process and deliver your course booking, including managing payments, fees, and charges.	Identity, Contact, Financial, Transaction	Performance of a Contract with you.
To manage our relationship with you, including notifying you about changes to our terms or policy.	Identity, Contact, Marketing and Communications	Performance of a Contract with you; Necessary to comply with a legal obligation; Necessary for our legitimate interests (keeping our records updated).
To administer and protect our business and this website (including troubleshooting, data analysis, testing, and system maintenance).	Identity, Technical	Necessary for our legitimate interests (running our business, security); Necessary to comply with a legal obligation.
To send you marketing communications and newsletters about our services.	Identity, Contact, Marketing and Communications	Consent (where required by law); Necessary for our legitimate interests (to develop our products/services and grow our business).

5. Your Legal Rights (The Data Subject Rights)

Under the GDPR, you have the right to:

1. **Request access** to your personal data (commonly known as a "data subject access request").
2. **Request correction** of the personal data that we hold about you.
3. **Request erasure** of your personal data (the 'right to be forgotten').
4. **Object to the processing** of your personal data.
5. **Request restriction of processing** of your personal data.
6. **Request the transfer** of your personal data to you or a third party (data portability).
7. **Withdraw consent** at any time where we are relying on consent to process your personal data.
8. **The right not to be subject to a decision based solely on automated processing, including profiling.**

If you wish to exercise any of the rights set out above, please contact us at **[Insert Contact Email Address]**.

6. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know.

7. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

- In general, we will retain customer data for **[Insert Data Retention Period, e.g., six years]** after the end of your last interaction with us, for tax and legal purposes.

8. Third-Party Links and Disclosures

Our website may include links to third-party websites, plug-ins, and applications (e.g., social media links, payment processors). Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

We may share your personal data with third parties for the purposes set out in section 4, including:

- Service providers acting as processors (e.g., website hosting, IT support, payment processors).
- Professional advisers, including lawyers, bankers, auditors, and insurers.
- HMRC, regulators, and other authorities based in the UK and other relevant jurisdictions that require reporting of processing activities in certain circumstances.

9. Contacting the Regulator

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

10. Changes to the Privacy Policy

This policy is regularly reviewed. This version was last updated on [Insert Date]. Historic versions can be obtained by contacting us. We reserve the right to modify this privacy policy at any time. Changes and clarifications will take effect immediately upon their posting on the website.