

Mind-Your-Head.net Privacy Policy

Our contact details

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Date: 26th September 2023

The type of personal information we collect

We currently collect and process the following information:

- Customer names
- Details of customer occupational roles (title, school, length of service)
- Customer contact details (address, phone number, email address)
- Customer financial information (bank account details)
- Formal records of customer reflective supervision discussions

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To help inform our work in providing school improvement services within your organisation or to provide services directly to you in your role at your organisation.
- To help inform our work in providing reflective supervision services for you or for other people working at your organisation.

We also receive personal information indirectly, from the following sources in the following scenarios:

- From the person within your organisation responsible for contracting our school improvement or reflective supervision services. The purpose of collecting this data is to be able to contact you and work with you in the provision of these services.

We use the information that you have given us solely to provide school improvement and reflective supervision services effectively. We will only share this information with other individuals responsible for carrying out school improvement or reflective supervision services on behalf of Mind-Your-Head.net

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting mind.your.head@outlook.com

(b) We have a contractual obligation to your organisation for the provision of school improvement or reflective supervision services.

Date: 26/09/2023

How we store your personal information

Your information is securely stored. We keep all information about you in electronic files in cloud storage that is password protected and accessed on devices that are password protected. We keep your information for three years after you cease working with us. We will then dispose of your information by deleting all electronic files containing your data. All contemporaneous process notes recorded on paper are transferred to electronic files and shredded immediately once this has been completed.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at mind.your.head@outlook.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at mind.your.head@outlook.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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