



Data Protection and Privacy Policy

Cognition Creative Learning CIC





Change Log and Review Tracker

| DATE OF REVIEW | CHANGES MADE | SIGNED BY |
|----------------|--|----------------------|
| April 2023 | <ul style="list-style-type: none"> • Changed title from Data Protection Policy to Data Protection and Privacy Policy • Included website specific information. • General updates throughout policy to remove reference to Track and Trace. | B Cole S Calienda |
| | | |
| | | |
| | | |
| | | |



Policy statement

At Cognition Creative Learning we respect the privacy of the children attending Cognition Creative Learning and the privacy of their parents and carers. Our aim is to ensure that all those using and working at Cognition Creative Learning can do so with confidence that their personal data is being kept secure. This privacy policy explains how we collect, use, and protect your personal information when you use our services.

Briony Cole and Sophie Calievda are our Data Controllers. The data controllers ensure that Cognition Creative Learning meets the requirements of the GDPR (General Data Protection Agency), liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

At Cognition Creative Learning we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Cognition Creative Learning about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file or on a password protected computer or passcode-locked phone.
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.



Information We Collect

Personal Information

We collect personal information that you provide to us when you use our services. This includes your name, email address, telephone number, and any other information you choose to provide.

When using our website we may also collect information about your use of our website or services, such as your IP address, device information, and browser type.

Our website is hosted by Squarespace. Squarespace collects personal data when you visit our website, including:

Information about your browser, network and device
Web pages you visited prior to coming to this website
Web pages you view while on this website
Your IP address

Squarespace needs the data to run this website, and to protect and improve its platform and services. Squarespace analyzes the data in a de-personalized form.

Website Analytics

Our website collects personal data to power our site analytics, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

This information may also include details about your use of this website, including:

-
- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

Cookies



This website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [The cookies Squarespace uses](#).

[These functional and required cookies are always used](#), which allow Squarespace, our hosting platform, to securely serve this website to you.

[These analytics and performance cookies are used on this website](#), as described below, only when you acknowledge our cookie banner. This website uses analytics and performance cookies to view site traffic, activity, and other data.

Scheduling and Reminder Emails

When you schedule an appointment by booking a class on this website, we collect personal information from you to complete the booking. We may collect information like your:

- Name
- Email address
- Phone number
- Details relating to your appointment (for example, who for, your child's details)

We share this information with Squarespace, our scheduling service provider, so that they can provide online booking services to us.

You will also receive email reminders relating to your appointment and you might be contacted by Cognition Creative Learning CIC on this address for other purposes after or before your appointment. You can always contact us to opt out of any emails.

How long do we store information

We keep your personal information for as long as necessary to provide our services and to comply with legal obligations. We may also keep your information for a reasonable period of time after you have stopped using our services in case you choose to use them again.

Children and Parents: We hold only the information necessary to provide a service for each child. This includes child registration information, relevant medical information, parent contact information, attendance records, incident and accident records and so forth.



Staff: We keep information about employees to meet HMRC requirements, and to comply with all the other areas of employment legislation. We retain the information after a member of staff has left our employment for the recommended period of time, then it is deleted or destroyed as necessary.

Who we might share information with

We will only share information regarding children with outside agencies on a need to know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (e.g. police, HMRC). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

Some limited personal information may be disclosed to authorised third parties for the running of the day to day business such as to process on-line bookings and payments, for payroll and accounts and debt recovery. Any such third parties comply with the strict data protection regulations of the GDPR.

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.
- Staff and volunteers can ask to see any information that we keep about them.
- We will make the requested information available as soon as practicable and will respond to the request within one month at the latest.
- If our information is found to be incorrect or out of date, we will update it promptly.
- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.



Updates to this Data Protection and Privacy Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal obligations. We will notify you of any changes by posting the updated policy on our website.

Contact Us

If you have any questions about this privacy policy or how we process your personal information, please contact us at:

Cognition Creative Learning CIC

17 Curlew Road

Bude

Cornwall

EX23 8GH

Email: hello@cognitionlearning.co.uk

Date: 16 April 2023

Policy adopted by Cognition Creative Learning

Date adopted 16th April 2023