



Privacy & Cookies policy

We want everyone who supports us, or who comes to us to look for support, to feel confident that the data that you share with us will be used and stored responsibly.

The following document outlines how we collect and use your data.

Who we are

Voice 21 operates as an organisation under the School 21 Foundation, a registered charity in England and Wales registration number 1152672.

Address:

C/O Kings Cross Academy, 4 Wollstonecraft St, Kings Cross, London N1C 4BT

Information we collect

We may collect and process the following data about you:

- Information that you provide from filling in our forms on our websites. This includes information provided through our contact forms, programme registration and event registration.
- Through contacting us through our website or through our hello@voice21.org email account we will keep a record of your information
- We may ask you to complete surveys to improve the quality of our resources, programmes and events.

Website & traffic

We will use the information you provide to:

- Fulfil your requests, including registration to our programmes and events and provision of information
- Process orders and payments
- Enable third parties to support our work
- We use Google data analytics to help us understand how our website and resources are being used and enable us to improve our service. This may be carried out by us or by a third party contracted by Voice 21.

Sharing information

We will only share your information if:

- We are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by an order of the Court
- We believe it is necessary to protect or defend our rights, property or the personal safety of our people or visitors to our premises or websites

- We are working with a carefully-selected partner that is carrying out work on our behalf.
- We can trust. We will only pass personal data to them if they have signed a contract that requires them to:
 - Abide by the requirements of the GDPR 2018
 - Treat your information as carefully as we would
 - Only use the information for the purposes it was supplied (and not for their own purposes or the purposes of any other organisation)
 - Allow us to carry out checks to ensure they are adhering to these requirements

Storing data

We store your data securely. We may also store information in paper files.

Only authorised personnel are authorised to access user information. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur while it is under our control, we use our best efforts to try to prevent this.

Secure data

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit.

Any data you send is at your own risk. We have procedures and security features in place to keep your data secure once we receive it.

We will keep your information only for as long as we need it to provide you with the goods, services or information you have required, to administer your relationship with us, to inform our research into oracy or the preferences of our supporters, to comply with the law, or to ensure we do not communicate with people that have asked us not to.

When we no longer need information We will always dispose of it securely, using specialist companies if necessary to do this work for us.

Your rights

GDPR 2018

Individuals have the right to obtain:

- Confirmation of how your data is being processed including the right to prevent your data being used for direct marketing
- Access to your personal data including the right for any inaccurate personal data to be rectified, blocked, erased or destroyed
- Other supplementary information – this largely corresponds to the information that should be provided in a privacy notice (see Article 15).

If you wish to exercise any of these rights please contact our head office by emailing hello@voice21.org Please note it is our policy to charge the statutory maximum fee of £10 for a subject access request.

For more information about your rights under the Data Protection Act go to the website of the Information Commissioner's Office at ico.org.uk.

Updates

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you. Where appropriate, any changes will be notified to you by email.

Contact & Communication

Users contacting the Voice 21 website do so at their own discretion and provide their personal details at their own risk.

Any personal information provided is kept private and is stored securely until a time when it is no longer required or is no longer in use. Storage and management of this data is done in accordance with GDPR and every effort has been made to ensure that all data is stored and used responsibly.

Email Newsletter

Voice 21 circulates newsletters termly.

In signing up to the website, you are automatically signing up to receive the newsletter, to opt out please unsubscribe by emailing hello@voice21.org with the subject line "Unsubscribe me".

Email marketing campaigns published by Voice 21 may contain tracking facilities within the actual email. Subscriber activity may be tracked and stored in a database for future analysis and evaluation

This information is used to refine future email campaigns and supply the user with more relevant content based around their content.

Social Media

Communication, engagement, and actions taken through external social media platforms that this website and Voice 21 on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.