

Cycloan Education and Restorative Approaches Ltd Privacy Policy

Our contact details

Name: Brian Pendlebury (company director)

Address: Ground Floor Swallow Mill, Swallow Street, SK1 3HJ

Phone Number: 0161 474 0990

E-mail: Support@ceracycloan.co.uk

The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Our telephone interactions are recorded for monitoring and training purposes.

All information is stored electronically and securely, and we do not share your details with any other parties who are not connected to our business dealings directly with you unless there is a professional or safeguarding need or there are clear legal reasons to do so. We will store your information for as long as you are recorded as a customer or until you personally unsubscribe with us, or you request to be completely removed from our data collection process. At your request your information will be destroyed electronically using secure deletion software meaning once it has been deleted from our system it is electronically shredded. There is no back up information stored relating to any of your information and it is not retrievable in any way if you choose to remove your details from our data collection system.

For any reason circumstances where legal matters or other professional matters arise and are active and you have requested for your information to be deleted from our system, we will postpone deleting your information until any legal proceedings or the professional reasons are fully concluded. Once we are satisfied all legal proceedings or professional matters are in fact concluded we will completely remove your data information from our system.

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 receive updates on a cycle repair job
- To receive updates regards student progression
- To organise events and courses
- To order parts
- To order Bicycles
- To facilitate online sales
- To receive updates concerning shipping
- To receive safeguarding notifications and updates related to our students.
- To receive raised concern notifications and updates related to our students.
- To answer your enquiries
- To accept referrals
- To organise student inductions

We use the information that you have given us in order to

- Communicate with you directly through email and over the telephone.
- To fulfil our contractual agreements with you
- To let you know via email about offers we may be promoting.

In certain and rare situations, we may share this information with others such as: solicitors, police or courts if any legal matters arise. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by simply clicking the "unsubscribe" at the bottom of any promotional emails.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest

Lawful Basis Statement

We will treat all parties with due respect and have no bias in any direction for any reason and we will always use accurate and clear language.

We will always ensure we use fact-based information when communicating with you.

We will take into consideration all facts and the perspective of all parties concerned.

This replacement data protection framework places new obligations on us and strengthens the rights that you have over the processing of your personal information.

We collect your personal information from face-to-face contact with our customers, via email received from you, via referrals you make into us on our hub and over the telephone.

You have the right:

1. to be informed
2. to ask us for access to copies of the personal information we hold about you.
3. to ask us to rectify your personal information if it is inaccurate or incomplete.
4. to ask us to stop processing your personal information (this is known as the 'right to object')
5. to unsubscribe at the foot of any marketing email
6. to ask us to erase personal information we hold about you (this is also known as the 'right to be forgotten')
7. to ask us to 'restrict' the processing of your personal information (e.g. restrict our access and use pending our consideration, for example, of any objection or erasure request you have submitted)
8. to ask us to ensure that a decision which legally affects you is reviewed by a person if the decision has been made solely using an automated computerised process.
9. to ask us to put the personal information you have given us into a portable electronic machine-readable format, so it is capable of being transmitted to someone else.

These rights are not absolute and are dependent on conditions and exemptions. In some cases, the rights described above only apply if the processing activity is undertaken on specific legal grounds and/or in defined circumstances. Therefore, all of these rights are unlikely to be engaged in all cases.

You can seek further information direct from the Information Commissioners Office by using this link provided: <https://ico.org.uk/>

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 support@ceracycloan.co.uk , 0161-474-0990 and by post to CERA Cycloan, Ground Floor, Swallow Mill, Swallow Street, SK1 3HJ 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 support@ceracycloan.co.uk, 0161-474-0990 and by post to CERA Cycloan, Ground Floor, Swallow Mill, Swallow Street, SK1 3HJ 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>