



## Discover SEN Privacy Policy

This privacy policy will explain how our organisation uses the personal data we collect from you when you:

- (1) use our website
- (2) sign up for the mailing list
- (3) place an order
- (4) work for Discover SEN
- (5) volunteer for Discover SEN

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
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- How to manage your cookies
- Changes to our privacy policy
- How to contact us
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*What data do we collect?*

Our company collects the following data:

- Personal identification information (name, email address, phone number etc.)
- Criminal convictions and cautions (DBS or other relevant check)
- Disability and health

*How do we collect data?*

You directly provide Discover SEN with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Apply for a job or volunteer position.
- Provide us with documentation for a job or volunteer position.

*How will we use your data?*

Our company collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.
- Ensure our employees are appropriate for a role.

If you agree, Discover SEN will share your data with our partner companies so that they may offer you their products and services.

When Discover SEN processes your order, it may send your data to, and use the resulting information from, credit reference agencies to prevent fraudulent purchases.

*How do we store your data?*

Discover SEN securely stores your data on an encrypted hard drive in a secure building.



Discover SEN will keep customer personal data including email address, phone number etc. for as long as the account is active. Discover SEN will keep employee data including DBS checks, ID, contracts etc for 6 years after the termination of the contract.

#### *Marketing*

Discover SEN would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Discover SEN from contacting you for marketing purposes or giving your data to our partners.

#### *What are your data protection rights?*

Discover SEN would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

- **The right to access** – You have the right to request Discover SEN for copies of your personal data. We may charge you a small fee for this service.
- **The right to reflection** – You have the right to request that Discover SEN correct any information you believe is inaccurate. You also have the right to request Discover SEN to complete information you believe is incomplete.
- **The right to erasure** – You have the right to request that Discover SEN erases your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that Discover SEN restrict the processing of your personal data, under certain conditions.
- **The right to object processing** – You have the right to object to Discover SEN's processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that Discover SEN transfer the data that we have collected to another organisation, or directly to you, under certain circumstances.

If you make a request, we have 1 month to respond to you. If you would like to exercise any of these rights, please contact us at:

[info@discoversen.com](mailto:info@discoversen.com)

Or call 07580 760 955

#### *What are cookies?*

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

#### *How do we use cookies?*

Discover SEN uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

#### *What type of cookies do we use?*

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Discover SEN uses these cookies, so we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Discover SEN uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address. Discover SEN sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through



cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

#### *How to manage cookies*

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

#### *Privacy policy of other websites*

The Discover SEN website contains links to other websites. Our privacy policy only applies to our website, so if you click on a link to another website, you should read their privacy policy.

#### *Changes to our privacy policy*

Discover SEN keeps its privacy policy under regular review and places any updates on this webpage. This privacy policy was last updated on 14 April 2022.

#### *How to contact us*

If you have any questions about Discover SEN's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [info@discoversen.com](mailto:info@discoversen.com)

Call us: 07580 760 955

#### *How to contact the appropriate authority*

Should you wish to report a complaint or if you feel that Discover SEN has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Website: [ico.org.uk](http://ico.org.uk)

Call: 0303 123 1113