

DATA PRIVACY POLICY (WEBSITE)

Relate London North West, Hertfordshire, Mid Thames & Bucks (known as Relate, Relate LNWHMTB or the Centre)

At Relate, we are committed to keeping your personal information safe and being clear about how we collect your data, how we store it and what we do with it.

This Data Privacy Policy sets out how Relate LNWHMTB uses and protects any information that you give Relate LNWHMTB when you use this website. Relate LNWHMTB is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Relate LNWHMTB may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from January 2025.

WHAT WE COLLECT

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as postcode
- Preferences and interests
- Other information relevant to customer surveys and/or offers

WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service. We may use the information to improve our products and services.

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not.

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CONTROLLING YOUR PERSONAL INFORMATION

- Whenever you are asked to fill in a form on the website, RLNWHMTB will not use your information for direct marketing purposes.
- If at any time you have agreed to us using your personal information to contact you, you may change your mind at any time by writing to or emailing us at info@relatentc.org.uk
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

YOUR RIGHTS AND MANAGING YOUR OWN DATA

You have the right to request access to the personal information that Relate stores and processes about you. You can ask for corrections to be made to

the information we hold or for your personal information to be deleted. You can also ask us to restrict the processing of your personal information or to object to the processing of it altogether.

We will not charge you for either considering or complying with a request unless it is deemed to be excessive in nature. We will ask you for proof of identity and upon this being successfully verified, you are entitled to obtain the following information about your personal information:

- The purposes of the collection, processing, use and storage of your personal data.
- The source(s) of the personal information, if it was not obtained from you.
- The categories of personal data stored about you.
- The recipients (or categories of recipients) to whom your personal data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for your personal data or the rationale for determining the storage period.
- The use of any automated decision-making and/or profiling

If you would like to make a request relating to any of the rights above, please send a request by emailing info@relatentc.org.uk. Or if you prefer, you can make the request in writing to: RLNWHMTB The Gables, 3 St Mary's Road, Hemel Hempstead, HP2 5HL.

FOR HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION?

At Relate, we are committed to retaining your personal information for no longer than necessary in relation to the purpose for which it was first collected. This is in line with guidance from the Information Commissioner's Office. Relate may hold some types of data for up to seven years.

Online initial enquiries are deleted after 1 month of reply unless services are engaged. For other online booking services data will be retained according to our Data Retention Policy, available upon request.

VERSION CONTROL

Date	Version	Description	By Whom
01/08/18	1.0	Baseline version	Inventis
13/08/25	1.0i	Adapted to RLNWHMTB	Operations Team