

## Social Station – Platforms for Change Independent Social Work Services Privacy Policy January 2025

Social Station (“us”, “we”, or “our”) operates the <https://www.socialstation.co.uk/> website (hereinafter referred to as the “Service”).

This page informs you of our policies regarding the collection, use and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from <https://www.socialstation.co.uk/>

### DEFINITIONS

#### Service

Service is the <https://www.socialstation.co.uk/> website operated by Social Station

#### Personal Data

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

#### Usage Data

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

#### Cookies

Cookies are small files stored on your device (computer or mobile device).

### **Data Controller**

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information are, or are to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

### **Data Processors (or Service Providers)**

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

### **Data Subject (or User)**

Data Subject is any living individual who is using our Service and is the subject of Personal Data.

## **PERSONAL DATA – INFORMATION WE HOLD**

- Enquiries from data subjects known as clients – name, email address and message – received via our website or by email – held for up to a year and used to answer query and follow up.
- Information pertaining to assessment, obtained via consent from people data subjects.
- Mailing list – populated by people giving consent to receiving updates or opting in on an enquiry form.
- Emails – sent from clients and non-clients. Important messages are saved in our filing system, otherwise emails retained for up to two years.
- Payment data, excluding card information which we do not receive at any time. Received via accounting and banking systems and saved for at least seven years for accounting and tax obligations.

For queries about Data Protection, please contact [katie.laws@socialstation.co.uk](mailto:katie.laws@socialstation.co.uk)

## YOUR DATA PROTECTION RIGHTS UNDER (GDPR) General Data Protection Regulation

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Social Station aims to take reasonable steps to allow you to correct, amend, delete or limit the use of your Personal Data.

If you wish to be informed about what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

**The right to access, update or delete the information we have on you.** Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.

**The right of rectification.** You have the right to have your information rectified if that information is inaccurate or incomplete.

**The right to object.** You have the right to object to our processing of your Personal Data.

**The right of restriction.** You have the right to request that we restrict the processing of your personal information.

**The right to data portability.** You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

**The right to withdraw consent.** You also have the right to withdraw your consent at any time where Social Station relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

### Use of Data

Social Station uses the collected data for various purposes:

- To provide and maintain our Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide client support
- To gather analysis or valuable information so that we can improve our Service

- To monitor the usage of our Service
- To detect, prevent and address technical issues
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

### **Legal Basis for Processing Personal Data under the General Data Protection Regulation (GDPR)**

Social Station's legal basis for collecting and using personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

Social Station may process your Personal Data because:

- We need to perform a contract with you, you commission our services
- You have given us permission to do so
- The processing is in our legitimate interests and it is not overridden by your rights
- To comply with the law

### **Retention of Data**

Social Station will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies.

Social Station may also retain Usage Data for internal analysis purposes if required. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer periods.

### **Transfer of Data**

Social Station will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organisation unless there are adequate controls in place including the security of your data and other personal information.

## DISCLOSURE OF DATA

### Legal Requirements

Social Station may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Social Station
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

## CONFIDENTIALITY

Your information is important to us, and client records are confidential. However, if a child or vulnerable adult is at risk of experiencing harm or abuse, we may be required by law to share information to relevant safeguarding authorities and/or police.

## SERVICE PROVIDERS

We may employ third party companies and individuals to facilitate our Service (“Service Providers”), provide the Service on our behalf, perform Service-related services or assist us.

Social Station has a contract with Kiran Nagra of Smart PA Service to provide an administration function to the business. The organisation is bound by contract, confidentiality, GDPR and privacy notice regulations. Social Station utilises strict compliance checks for any service providers, such as relevant DBS checks and employment & personal history.

Smart PA have access to your Personal Data only to perform these tasks on our behalf, as instructed by us and are obligated not to disclose or use it for any other purpose. Where other services are recommended to assist you, we will discuss this with you before sharing any confidential information with third parties.

## COOKIES

A cookie is a small file placed on your computer's hard drive, the cookie helps analyse web traffic or allows 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 may use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to client/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.

Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer to.

Your use of this site is taken as consent to the placing of cookies on your system. If you disagree, please take the following action (for technical support please contact your IT support technician.)

- Close this website
- Use your web browser's tools to "delete your cache"
- Quit your browser
- You can then choose to disallow cookies from this website via browser settings

If you continue without changing your settings, we will assume that you are happy to receive all cookies from our website.

## LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest and service providers we recommend. 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.

## CHANGES TO THIS PRIVACY POLICY

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the “effective date” at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

The Parties hereby agree to the Privacy Statement:

Name:

Signature:

Date: