Privacy & Cookie Policy of Dream High Ltd

Dream High Ltd is a non for profit organisation, registered in England and Wales (company number 05737060) with a registered office at Wilson Henry Ltd, 145 Edge Lane, Liverpool, L7 2PG Merseyside, United Kingdom.

When you use our services, you’ll share some information with us. We want to be upfront about the information we collect, how we use it, who we share it with and the choices we give you to control, access and update your information.

For the purposes of Data Protection Legislation, we are the Data Controller of your personal data. We are committed to protecting and respecting your privacy and this policy sets out how we will process any personal data collected from you. Please read this privacy policy carefully.

Questions, comments and requests regarding this privacy policy are welcomed and should be sent to nickie@dreamhigh.org.uk

SUMMARY

* We keep to a minimum the information we hold about you
* We use your data to provide our services to you, respond to your enquiries, manage our relationship with you, meet our legal obligations, and improve our website
* We delete your data when it is no longer needed for these things
* Generally, we do not give your information to third parties, but there are some exceptions such where we have a legal obligation and to our funding bodies.
* We take security seriously
* We are happy to answer your questions about any of this

THE PERSONAL INFORMATION WE COLLECT AND USE

We ensure that your privacy is respected at all times and our primary goal is to improve upon and make sure our services and messaging are relevant for all our users, while also ensuring that personal information of all users is respected and protected.

To learn about the information we collect and how we use your personal data, read the notice or notices which apply best to your relationship with us:

* Client Individual/business owner, who has received support from Dream High Ltd
* Guest You have booked and/or attended one of our events.
* Panel member You have volunteer at Dream High

SHARING AND TRANSFERRING YOUR PERSONAL INFORMATION

We may share your information or data with trusted third parties who help us provide certain aspects of our services. In particular, we engage third parties to:

* facilitate the sending of any email to event attendees, clients and new contacts
* Fund Dream High, Currently we are funded by One Ark

We enter into confidentiality and data processing terms with our partners to ensure they comply with high levels of confidentiality and best practice in privacy and security standards and we regularly review these standards and practices.

We also have to share information or data in order to:

* meet any applicable law, regulation, legal process or enforceable governmental request
* enforce applicable policies, including investigation of potential violations
* detect, prevent, or otherwise address fraud, security or technical issues
* protect against harm to the rights, property or safety of our users, the public or to us and/or as required or permitted by law

We will not transfer your personal data outside of the EEA or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

If you would like further information about who we share your personal information with, please contact us.

CHILDREN

Our services are not intended for and may not be used by individuals under the age of 16. We do not knowingly collect personal data from Children or allow them to register. If it comes to our attention that we have collected personal data from a Child, we may delete this information without notice. If you have reason to believe that this has occurred, please contact us.

RETAINING YOUR PERSONAL INFORMATION

We will hold on to your information for as long as is needed to be able to provide the services to you. We also use this information to measure our social impact.

We may also keep hold of some of your information if reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way.

We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

CONTROL OVER YOUR PERSONAL INFORMATION

Under the General Data Protection Regulation, you have a number of important rights available to you for free. In summary, those include rights to:

* be informed about how your personal information is being used (hopefully this privacy policy explains it all)
* access the personal information we hold about you
* request that we port elements of your data to another service provider
* request us to correct any mistakes in your information which we hold
* request the erasure of personal information concerning you in certain situations
* receive the personal information concerning you which you have provided to us, in a structured format
* stop any direct marketing which you can do through your account or the unsubscribe links at the bottom of emails
* object to decisions being taken by automated means concerning you or significantly affect you

For further information on each of these rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner’s Office (ICO) on individuals rights under the General Data Protection Regulation](http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/).

If you would like to exercise any of these rights, please:email us at nickie@dreamhigh.org.uk

* let us have information to identify you
* let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill)
* let us know the information to which your request relates.

OPTING OUT

You can ask us to stop sending you marketing messages at any time by unsubscribing by following the opt-out links on any marketing messages sent to you or by emailing us debbie@dreamhigh.org.uk

Where you opt out of receiving marketing messages, this will not apply to personal data provided to us which we need in order to supply our services to you.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information. If you are not happy with how we manage your personal data, you have the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/>.

CHANGES TO THIS PRIVACY POLICY

This privacy policy was published on 25 May 2018 and last updated on 25 May 2018.

Any changes we make to this notice will be posted on our website.

HOW TO CONTACT US

Please contact us if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us please send an email to nickie@dreamhigh.org.uk

Privacy Policy: Clients

SUMMARY

This page sets out what information we process when you have been a business support client of Dream High ltd, and have completed one of our beneficiary forms as an individual or a small business owner or as an adviser. It needs to be read in conjunction with our Privacy Policy.

WHAT PERSONAL INFORMATION WE HOLD

**Contact Information:** when you register as a client we collect the following information:

* First and Last name
* Address
* Email address
* Phone number
* Business Name
* Gender
* Age Group
* Employment Status
* Declared Disability
* Ethnicity

**Usage information:** we collect this information in order to ensure you receive the most appropriate services form ourselves. We also use this data to identify particular client groups that may require additional support.

**Information from third parties and integration partners:** we may collect your personal information from third parties if you give permission to those third parties to share your information with us or where you have made that information publicly available online.

HOW WE USE YOUR PERSONAL INFORMATION

We process personal data about you:

* with your consent; and/or
* to fulfil our contractual responsibility to deliver the services to you; and/or
* to pursue our legitimate interests of providing support and improving the services we offer and developing new products and service features; and/or
* to comply with a legal obligation.

| **Category of personal data** | **Purpose for processing** | **Legal basis for processing** |
| --- | --- | --- |
| **Contact information** | We use your contact information to:* provide you with services
* provide you with customer support
* to ask you to carry our surveys so you can let us know how we’re doing
 | * Fulfilment of a contract
* Consent
* Legitimate interests
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Privacy Policy: Guests

SUMMARY

This page sets out what information we process when you register to attend one of our events or campaigns without registering as a client.

WHAT PERSONAL INFORMATION WE HOLD

**Contact information:** when you register for one of our events or request an invitation to one of our events, we will collect your first and last name, email address and company name and telephone number.

**Information from third parties and integration partners:** we collect your personal information from third parties if you give permission to those third parties to share your information with us or where you have made that information publicly available online.

**Information from page tags:** we use third party tracking services that employ cookies and page tags to collect data about visitors to event pages on their website, for example Eventbrite UK and MailChimp. This data includes usage and user statistics. Emails sent by us or by users through our services include page tags that allow the sender to collect information about who opened those emails and clicked on links in them.

HOW WE USE YOUR PERSONAL INFORMATION

We process personal data about you:

* where you have consented or;
* to pursue our legitimate interests of delivering an efficient service which generates useable results for Creators and troubleshooting and abuse monitoring.

| **Category of personal data** | **Purpose for processing** | **Legal basis for processing** |
| --- | --- | --- |
| **Contact information** | We use your contact information to:* register you for an event or campaign
* send you an order confirmation
* provide you with assistance should you need it
* Send you any additional relevant information or updates after an event
* Inform you of other relevant events
 | * Legitimate interests
 |
| **Usage information** | We use information about how you use our services to improve our services for you and all users. This includes streamlining our forms to increase completion rates. | * Legitimate interests
 |
|  |  | * Legitimate interests
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|  |  | * Legitimate interests
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| **Referral information** | The referral domain (but nothing else) is passed to the creator in their reports. The full referral URL may also be recorded with the Log and browser data above. | * Legitimate interests
 |
| **Third parties and integrations** | We collect and use information from third parties and integration partners to:* ensure you can access our service from a third party integration.
* personalise our services for you.
* ensure you can use our service in conjunction with other services.
 | * Legitimate interests
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