

Privacy policy

At The Guardian Service, we respect your privacy and are committed to protecting your personal information. This policy explains how we collect information, what we do with it and what controls you have over your personal information when using our website www.theguardianservice.co.uk.

Your Privacy

We take our duty to process your personal information very seriously.

We may change this document from time to time to reflect the latest view of what we do with your information. Please check back frequently; you will be able to see if changes have been made by the date it was last updated at the end of the document.

Refer to the sections below for more details on how and why we use your personal information.

Website Usage

When you are browsing our website, we have cookies in place to ensure that the website works well and provide information on how you navigate the site and the pages you visit. You will be given the option to agree to these cookies when you visit the website.

Members Area

To use the members area, you will need an individual account which allows you specific access. This area contains additional resources and support as well as a discussion forum. Your use of the membership area may involve the collection of usage and diagnostic data that is linked to your account.

Website Purchases

When you make a purchase via the website, payments are processed securely by our third-party payment provider. We do not have access to your payment card details, but we receive a transaction receipt for information. We retain your name and purchase details to manage your account and fulfil your order. During the purchase process, you will be given the option to opt-in to receive further communications from us which we think may be of interest to you.

When you are a client of The Guardian Service

When an organisation is a client of The Guardian Service, we collect personal information in order to be able to provide an effective service and communicate with you regarding information about our services that we believe will be of interest to you. The personal information collected will include contact details of key personnel. This information is held securely and is only available to those who need to know as part of working on the contract. The contract information will be retained for a period of seven years for accountancy purposes.

When you contact a Guardian

When you contact a Guardian as part of the contracted service, you can be assured that your privacy and confidentiality is respected. We will ask permission before recording any information or taking action. You can ask the Guardian for clarity about how your information is recorded and stored if you have any concerns.

When you apply for a role via our vacancies page

When you apply for a role via our vacancies page, your CV will be given due consideration and we may provide you with additional information about our recruitment processes and the use and retention of information provided.

When you contact us via email

When you make an enquiry via email, the information in the email will only be used to respond to your request or question. We try to respond to email queries as promptly as possible, but it can take the team up to 48 hours to respond to email queries especially at busy times, so please be patient with us.

Links to other websites or resources

In order to be able to provide you with additional resources and research papers, we occasionally provide links to other websites or documents. We suggest that you review the privacy policies for any third-party websites you visit as we cannot accept any liability for the way they manage your personal information.

The information we need

The Guardian Service is what's known as the 'data controller' of the personal information you provide to us. Your relationship with us determines how much information we collect from you. We will only ever collect the information needed to provide you with our services.

We will be very clear with you about the reason for collecting information and how we intend to use, share and store that information at the point we collect it.

Collecting your personal information

We collect personal information about you through a variety of different methods including when you:

- Ask for more information
- Send us correspondence via email
- Give us feedback
- Use our services

Children

The Guardian Service website is not intended for anyone under 16. If you are under 16, please ensure you obtain your parent/guardian's consent before sending any personal information to The Guardian Service.

Where is your information stored?

Wherever possible, all the personal information we process is processed within the UK or European Economic Area (EEA). Occasionally we may need to send information outside of the UK or EEA.

Whenever we transfer your personal information outside of the UK or EEA, we do our best to make sure a similar degree of security of personal information by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal information to countries that have been deemed to provide an adequate level of protection for personal information by the European Commission; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal information the same protection it has in the UK and Europe.

Sharing your information

Other than in the following circumstances, we do not share your information with any other organisations or individuals unless we are obliged to by law, for purposes of national security, taxation or criminal investigations:

- If you have agreed that we may do so.
- If we sell the business – the new owner may obtain information about the contracts in place. This information would only be used for the same purposes for which it was originally obtained.
- If we run an event in partnership with other named organisations, your details may need to be shared. We will be very clear what will happen to your personal information when you register.

And we will never sell or rent your personal information to other organisations.

Retaining your information

We hold your information only as long as necessary for each reason that we use it. If you enter into a contract with us, we will retain the contract information including any contact information for up to seven years for accounting purposes. During the retention period we ensure the security and integrity of the information. If you wish to know more about retention periods, please contact us at contact@theguardianservice.co.uk.

Securing your information

We have put in place security measures to prevent your personal information from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We ensure that only those employees and partners, who need access to your personal information as part of their business role, are given access. They will only process your personal data on our instructions, and our contracts ensure that the information is kept confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we need to.

What are your rights?

You have a number of rights about how the personal information you provide can be used. These are:

- Transparency over how we use your personal information (right to be informed).
- The ability to request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be 'forgotten').

- Object to the processing of your information for marketing purposes (right to object).
- Obtain and reuse your personal information for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you would like to know more about your rights under data protection law, you can find out more at the Information Commissioners Office website.

How to make a complaint or contact us

If you wish to talk through anything in our privacy policy, make a complaint about how we have processed your personal information, find out more about your rights or obtain a copy of the information we hold about you, please contact us by emailing contact@theguardianservice.co.uk and we will be happy to help.

About Us

The Guardian Service is registered with the Information Commissioner's Office as a Data Controller. Our registration number is ZB144232.

The Guardian Service Ltd is a company registered in England and Wales. Registered company number: 09030131 whose registered office is The Guardian Service Ltd, First Floor, 14-15 Berners Street, London, W1T 3LJ.

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