

## **Talk The Talk Privacy Policy**

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of **Talk The Talk**

This policy statement tells you how we collect information and how we use it. It will assist you in making informed decisions when using our site and our services.

### **What We Do**

Talk The Talk is a charity which delivers communication workshops in schools for students from year 6 through 13, as well as for teachers. Our work encourages increased confidence and communication in students leaving primary school right through to those leaving sixth form.

### **The Data We Collect**

We do request information such as your name, address, postcode, telephone number, email address and company details which you can choose to provide when you either subscribe to our e-mail updates or use our online contact forms.

We need to collect this information to provide you with our products and services. It helps us personalise and deliver relevant, benefit-driven content in any update e-mails.

The legal basis for our collection of this data is 'Legitimate Interest' as per Recital 47 of Article 6(f) of the General Data Protection Regulations (GDPR) as it is reasonable for you to expect that you will be contacted about your enquiry having entered your contact details into an enquiry form.

We do not collect 'sensitive data' about you (specified in Article 9 of the GDPR as data about 'racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership'.)

We do not knowingly collect, process or share the Personal Data of children or minors, if you are under 18, please do not provide any personal information to us.

You do not have to provide us with any Personal Data if you do not want to, however we will be unable to contact you about your enquiry if you do not.

We also collect aggregate information from all website visitors using cookies. This aggregate data is used to customise our web content to deliver a better experience for our users and will not personally identify you. Please see the 'Use of IP Address', 'Use of Cookies' and 'Use of Clear GIFs' sections of this Privacy Policy below.

### **Use of Personal Data**

If you submit your telephone number via our website we will contact you via phone to qualify your enquiry and ascertain your requirements.

We may also contact you via email with information about offers or promotions we believe will be of interest to you.

We also use personal information for the purposes of administering and expanding our business activities, providing customer service and making available our products and services to our customers and prospective customers.

We may send you marketing communications relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you, by post, by email or telephone. You can inform us at any time if you no longer require marketing communications – please email us on [info@talkthetalkuk.org](mailto:info@talkthetalkuk.org) and include ‘Unsubscribe’ in the subject header.).

We will retain your Personal Data for up to 12 months from the date of submission, or alternatively our last communication with you. The reasons we retain your Personal Data for this period are as follows:

It may take us some time to contact you after you have made your enquiry.

After our initial contact, we may follow up with a courtesy call to ensure that your requirements have been met and to maintain the standards of the service we provide

We run promotions and launch new products from time to time. We will update you with this information if we believe it is of interest or benefit to you.

## **Your Rights**

You may not know it but under GDPR you have certain rights regarding your Personal Information. The rights that apply to the Personal Data we collect are as follows

The right to be informed – this means you have a right to know what happens with your Personal Data. This Privacy Policy should provide you with this information.

The right of access – this means you have the right to know what Personal Data we hold about you. Upon request, we will provide this information to you free of charge within 14 working days

The right of rectification – if the Personal Data we hold about you is incorrect or incomplete you have the right to correct it or complete it.

The right to erasure – sometimes known as ‘the right to be forgotten’ this means if you request us to do so, we will delete the Personal Data we hold about you.

The right to restrict processing – this means that you can request for us to cease processing your data rather than deleting it.

The right to data portability – this means if you request Personal Data from us we will provide it in a commonly used, machine readable form.

The right to object – this means you can object to us processing your Personal Data if you do not believe it is in your interest.

The right to lodge a complaint with a supervisory authority if you so wish.

## Call Recording

If a member of our team contacts you by telephone, or if you contact us by telephone, calls may be recorded for training and monitoring purposes.

## Use of IP Address

An IP address is a number that's automatically assigned to your computer whenever you are browsing online. Web servers automatically identify your computer by its IP address. On occasions, we collect IP addresses for the purposes of system administration, to analyse aggregate information, and to audit the use of our site.

## Use of Cookies

For more information on our Cookies Policy please see – *include hyperlink*

## Use of clear GIFs

A clear GIF (Graphics Interchange Format) or pixel tag (also known as a 'Web beacon') is a line of code placed on some of our web pages and in e-mails which, in a similar way to our use of cookies above, allow us to analyse the specific usage patterns of visitors.

## Links to Other Sites / 'Public' Areas

You should be aware that when browsing websites, you may be directed to 3<sup>rd</sup> party websites which are not part of the Talk the Talk provision. These websites may employ their own cookies and the privacy policies of these other sites may significantly differ from that of our site(s). We are not responsible for the privacy practices of any other sites and cannot guarantee the security of any of your personal information collected there.

## Security

Protecting the security of all personally-identifiable information associated with our visitors is of the utmost concern to us. Once we receive your transmission, we will take reasonable precautions to ensure its security on our systems. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, while we take all reasonable steps to ensure the security of our users' personal information and maintain their privacy, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of such personal information.

## The List Owner (the Data Controller)

The Data Controller is Talk The Talk, 5<sup>th</sup> Floor, Mariner House, 62 Prince Street, Bristol, BS1 4QD

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## Privacy Policy Contact

If you have any concerns or questions, contact Talk The Talk on:

01981 580015 | [info@talkthetalkuk.org](mailto:info@talkthetalkuk.org)

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We are committed to reviewing our policies and good practice annually

This policy was last reviewed and updated in November 2025

It was adopted by the trustees on 18.11.25

This policy is due to be reviewed in July 2026

A handwritten signature in dark ink, reading "Steve Phillips". The signature is written in a cursive style with a large, stylized 'S' at the beginning.

**Steve Phillips**  
**Chair of Trustees**  
**18.11.25**