

Tooled Up Foundation CIC - Privacy statement / Data handling statement

This statement confirms how Toolled Up Foundation CIC use and protect any information that you give to us whilst using our services.

We are committed to safeguarding and protecting your information. If we ask you for any information, it will only be used according to this privacy statement.

We may change this policy from time to time in line with legislation and whilst we are still working together, I will provide you with a copy of any change. If we have ceased working together and you would like a copy of our up-to-date privacy policy, we will provide this upon request. We will also update our privacy via our website and would advise that you review this periodically from time to time to be aware of any changes. This policy is effective from 1st April 2024.

For the purposes of Data Protection Act 2018 and General Data Protection Regulation, Toolled Up Foundation CIC is the data controller.

Data Information we collect: We may collect named company/school contact details of name, telephone number, email address, and other relevant personal information that you provide to us. We may also write brief notes of our meetings and sessions with named adult contacts and children. Any notes we take will not contain personal information and will be identifiable by initials or a Toolled Up Foundation reference number only. We will obtain consent for any photographs and videos used for communication, marketing, and promotional materials, especially for individuals under the age of 18.

How we store information: We may keep brief handwritten and database notes recording the themes of our therapeutic mentoring sessions. These are stored in a locked metal box that is in turn secured to the floor and is destroyed seven years after mentoring sessions end unless agreed otherwise.

Any information stored online will be kept securely on a password-protected computer. School contact and appointment details will be kept for seven years after termination of a school contract and then destroyed unless agreed otherwise.

Any emails, texts, WhatsApp, messenger messages, or other communications will be deleted at any time but not later than 90 days after receipt unless they form a part of our notes or are needed for income tax purposes in which case, they will be kept for seven years. School contact telephone numbers will be stored on our work mobile phones and we will periodically (every 12 months) delete school contacts that we are no longer working with. If we change phones, then all details will be deleted from the previous device. We may use digital diaries to organise our appointments, in this we only use initials of children alongside a reference number to identify the pupil. Our mentor diaries are only shared with the Programme Director and Team Leader so we can coordinate appointment times and ensure business efficiency.

How we use this information: We will use the named contact details to engage in work with you according to our contract including contacting you about appointments, keeping records such as appointments, running and maintaining our services. We also keep brief notes of mentoring and sports sessions to support us in business operations. We will not use contact information or any session notes for any purpose other than in this notice and our contract. If for any reason we are asked to provide a report of the sessions – e.g., at your request then this will be sent to you,

password-protected for your approval before it is provided to the person requesting it. It will also be stored for 7 years. We will use information we collect from and about you to improve our services and features. With your approval we will also use this information to communication updates with you.

Your Rights and Access to information: You have the right to ask to see any information that we hold about you. Unless prevented from doing so for legal reasons, we will provide this information to you within a month of your request. You also have the right to ask us to change or delete any information that we hold about you that is incorrect, we will do this except for any information we need to hold for legal purposes.

Complaints: If you wish to complain about how we hold your data in any way then in the first instance please contact Darnell Humes who is the Data Protection Officer of Tooled Up Foundation CIC. If you have any further concerns which are not addressed, then you should contact Information Commissioners Office at <https://ico.org.uk/global/contact-us/>.

Breaches: We will report any data breach to the Independent Commissioners office, yourself and any other affected party within 72 hours if it becomes apparent that any data breach has occurred.

Contact: If you wish to contact me with questions, concerns, complaints, or requests for your information then please contact us via email FOA of Darnell Humes at darnell.humes@Tooledupfoundation.com.

Last updated: 26 August 2025 by D Humes