



Privacy and Cookie Policy

PRIVACY POLICY

Purpose

Learning-To-Learn CIC ("the Organisation") is committed to protecting personal information and respecting the privacy of everyone who engages with our activities.

This Privacy and Cookie Policy explains how we collect, use, store and protect personal information while supporting our mission of building trusted pathways between education, enterprise and community participation.

Scope

This policy applies to:

- Website visitors
- Participants, beneficiaries and community members
- Volunteers and mentors
- Partner organisations
- Event attendees
- Community participants
- Individuals who contact or engage with Learning-To-Learn CIC

This policy applies to both online and offline interactions.

Who We Are

Learning-To-Learn CIC ("we", "us", "our") is a Community Interest Company registered in England and Wales.

We are a partnership ecosystem organisation committed to building trusted pathways between education, employability and community participation. Our work brings together communities, employers, education providers and



public-sector partners to create opportunities for learning, progression and social impact.

Registered name: Learning-To-Learn CIC

Registered office: London, England, UK

Company number: 15624658

Email: info@learning-to-learn.co.uk

Our Commitment to Privacy and Trust

Learning-To-Learn CIC is committed to responsible governance, transparency and trust. We recognise that protecting personal information is fundamental to maintaining trusted relationships with learners, volunteers, partners and community participants.

We are committed to processing personal information lawfully, fairly, transparently and securely in accordance with UK data-protection legislation.

Legislative Framework

This policy is informed by relevant legislation and guidance, including:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)
- Freedom of Information and transparency principles where applicable

The Organisation will review this policy periodically to ensure compliance with current legislation and good practice.

What Data We Collect

We may collect and process the following personal data:

- Name
- Email address
- Telephone number



- Organisation (if applicable)
- Enquiry or registration details
- Participation records for programmes, events, outreach activities or partnership initiatives
- Feedback and evaluation responses
- Website usage data (via cookies, where applicable)

How We Use Your Data

We use personal data to:

- respond to enquiries
- manage programme registrations and attendance
- deliver programmes, events, outreach activities and partnership initiatives
- communicate relevant updates or information
- monitor and improve our services
- meet legal, safeguarding and governance obligations

Lawful Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- Consent – where you actively provide information
- Contract – where processing is necessary to deliver a service
- Legal obligation – where required by law
- Legitimate interests – to operate and improve our services fairly and securely

How We Store and Protect Data

We take appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access or disclosure. Data is stored securely and only accessed by authorised persons.

How Long We Keep Data

We retain personal data only for as long as necessary to fulfil the purposes outlined in this policy, or to comply with legal and funding requirements.



Sharing Your Data

Where information is shared with partners, funders or service providers, we seek to ensure appropriate contractual, confidentiality and data-protection arrangements are in place.

We do not sell personal data. We may share data only where necessary with:

- trusted service providers (e.g. email or booking platforms)
- funders or partners where required for reporting (anonymised where possible)
- regulatory or legal authorities where required by law

Your Rights

You have the right to:

- access your personal data
- request correction or deletion
- object to or restrict processing
- withdraw consent
- lodge a complaint with the Information Commissioner's Office (ICO)

Community Trust

Respect for privacy is fundamental to our commitment to building trusted pathways between education, employability and community participation.

We seek to handle personal information responsibly and transparently so that learners, volunteers, partners and community members can engage with confidence.

Contact

For privacy enquiries, contact: Founder Director / Chief Executive

Email: info@learning-to-learn.co.uk



COOKIE POLICY

What Are Cookies

Cookies are small text files placed on your device when you visit a website. They help the site function properly and improve user experience.

Why We Use Cookies

Cookies help us understand how visitors interact with our website, improve accessibility and user experience, and ensure that website functionality operates effectively.

How We Use Cookies

Our website may use:

- Essential cookies – required for website functionality
- Analytics cookies – to understand website usage and improve performance
- Embedded content cookies – e.g. videos or external tools

Managing Cookies

You can manage or disable cookies through your browser settings. Disabling cookies may affect website functionality.

Third-Party Cookies

We may use trusted third-party services (e.g. analytics or video hosting). These providers manage their own cookies in accordance with their policies.

Privacy Principles

- Transparency
- Accountability
- Security
- Respect



- Community Trust
- Continuous Improvement

Changes to This Policy

We may update this Cookie Policy from time to time. The latest version will always be available on our website.

Monitoring and Review

Learning-To-Learn CIC will review this policy regularly and whenever:

- Relevant legislation changes;
- Organisational activities significantly expand;
- New data-protection risks are identified; or
- Learning and feedback indicate improvements are required.

Document Control

Policy Title: Privacy and Cookie Policy

Approved By: Founder Director / Chief Executive

Approval Date: 1 May 2024

Review Date: 1 May 2027

Policy Owner: Learning-To-Learn CIC