**Restorative Now Privacy Policy**

**Our contact details**

**Name:** Restorative Now

**Address:** 2 Stamford Square, London, SW15 2BF

**Phone Number:** 07553 820 887

**E-mail:** info@restorativenow.com

**The type of personal information we collect and where it comes from**

* We may collect information you give to us such as your name, email addresses and telephone numbers.
* We may source your email address and telephone number from the public domain, such as a website.
* When you send a message/enquiry, we collect the data you have provided us in that message in order to obtain confirmation that you are entitled to receive the information and for us to provide the information you need. We may keep your identifiable information associated with your message/enquiry such as your name or email address.

**Why we collect this information**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* To progress an enquiry, you have made to a satisfactory conclusion.
* To fulfil a service provided by Restorative Now which you have requested.
* We may use the information to improve services.
* We may periodically send emails with information which we think you may find interesting using the communication method you have consented to.
* From time to time, we may also use your information to contact you for market research purposes. We will contact you by the communication method you have consented to.
* We also receive personal information indirectly, from the public domain, such as a website. We may use this information to send you promotional material.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting** [info@restorativenow.com](mailto:info@restorativenow.com)**.**

**(b) We have a contractual obligation.**

Your information will only be used by Restorative Now and will not be passed on to third parties.

**How we store your personal information**

Your information is securely stored in a cloud-based system.

We will not keep your personal data longer than we need to, and will only use your personal data for the purposes set out in this Policy. In most circumstances this means we will not keep your personal data for more than 5 years after the end of your relationship with us. All identifiable information will be removed from our database after this period.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@restorativenow.com](mailto:info@restorativenow.com) to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@restorativenow.com](mailto:info@restorativenow.com).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>