

Speech and Language Link Web Site Privacy Notice

This privacy notice relates to the use of <https://speechandlanguage.link> and encompasses your use of the website as a visitor and a free member of The Link Community if you choose to sign up. It does not refer to pupil data processed on behalf of customer schools. The privacy notice for such processing can be found at <https://speechandlanguage.support/privacy-policy>.

Who is Speech & Language Link?

Speech & Language Link is a trading style of Speech Link Multimedia Ltd a private limited company. Registered Office: Canterbury Innovation Centre, University Road, Canterbury, Kent CT2 7FG.

Tel 0333 577 0784. Email dataprotection@speechlink.co.uk. Our company registration number is 504452. Our ICO registration number is Z9552034.

Purpose of processing:

We process your personal data for the following purposes on this site:

- To process your free membership (Link Community Membership) of the site should you choose to sign up and to provide the associated free services including our Newsletter
- To register your request for a trial of our support packages
- To register your school's interest in participating in one of our standardisation or research projects
- To register your interest in online events and facilitate your attendance
- To provide an account for any online shopping service that we provide

We are the data controller for these processing activities.

Basis for processing:

Our lawful basis for processing your personal data depends on the purpose:

- We provide a sign-up service for our Link Community Membership and Newsletter based upon your consent. You are free to withdraw your consent at any time and we will provide a link revoke your Newsletter each time we supply the newsletter. You can also contact us at the above address and withdraw your consent at any time. We will provide the free Link Community membership service until you withdraw your consent or the service is no longer provided.
- We provide our free membership services based upon our legitimate interest of being able to deliver those services. This includes emails delivered independently of the Newsletter which list only updates to the Link Community and website
- We provide any online shopping service under the basis of a contract between us if you are a private individual, if you are a member of school staff then we process your personal data on the basis of our legitimate interest of providing the service to you.

- We process your request for a trial of our support packages under the basis of our legitimate interests of delivering the trial service and collecting information prior to and with the intention of creating a contract with your school. This privacy notice does NOT cover your use of the support site during the trial, where we will be acting as a data processor under your instruction, there is a separate privacy notice which covers this available on our support website – <https://speechandlanguage.support>. Note that the request for a trial places you under no obligation to proceed to purchase the support package(s).
- We process your enquiry about participating in one of our standardisation or research projects under the basis of our legitimate interest of processing your enquiry.

Special category data:

We do not collect any special category data for these processes

What personal data do we collect?

For our free membership and newsletter sign-up services we collect:

- Forename and Surname
- School Stage (Primary, Secondary etc.)
- Your role in your school
- Email address

For any online shopping service we collect:

- Forename and Surname
- Organisation Name
- Address
- Email Address
- Telephone number

To register your request for a trial of the support packages we collect:

- School name
- School Postcode
- your name
- Your role in your school
- Telephone number
- Email address

If you enquire about volunteering your school for one of our standardisation or research projects we collect:

- Forename and Surname
- School URN
- School Name and Address

- School Postcode
- Position in School
- Email Address
- Telephone number
- Numbers of children in some classes/years

Please note when our online shop is operative we utilise a secure third party service to collect and process payment details, <https://stripe.com/gb/privacy>.

Do we ever share personal data?

1. We will share data if required to do so by a legitimate law enforcement agency
2. For the purpose of our membership and newsletter sign-up we share your data with a secure subscription management provider based in Chicago USA, appropriate contractual clauses are in place to protect the privacy of your data
3. The storage for our online shop and trial requests is provided by our secure UK based data centre provider
4. If you volunteer for one of our standardisation or research projects we never share your identifiable information with anyone without your permission. A separate privacy notice will exist for each specific project.

How do we keep your data secure?

We take appropriate steps to maintain your personal and school contact information in a secure environment to prevent unauthorised use. These measures include encryption, access restriction and physical security.

1. All data sent between a web browser and our server is encrypted in transit
2. We hold Cyber Essentials Plus certification
3. Our web servers reside in highly secure ISO27001 certified data centres
4. All our staff have an up to date DBS check
5. We have physical security in place at our offices including CCTV and security patrols
6. We have protocols in place to ensure data is handled in an appropriate manner
7. Trial request data and online shop data are stored within the United Kingdom
8. We will inform you if we subcontract any further data processing
9. All staff sign a non-disclosure agreement relating to their employment and are subject to a duty of confidence.

How can you keep your data secure?

1. Do not share your access details.
2. Log out or lock the screen if you leave your computer unattended.
3. Don't leave a record of your login details (e.g. post-it note) near the computer.

4. Remember we will never call you to request your access details.

Your Rights

You have a number of rights relating to our processing of your data, if you would like to exercise them or ask us about them then please contact us. We may need to verify your identity when you do so.

We won't levy a charge for doing any of the following, however we may levy an administration charge in the case of frequent repeat requests.

- Access: You have the right to access a copy of the data we hold about you
- Rectification: If you think some of the data we hold is incorrect then you have the right to ask us to correct it
- Erasure: You have the right to ask us to delete the data we hold about you. Where we are holding the data to fulfil a contract with you then we will need to retain the data in accordance with the data retention requirements shown below
- Restriction: You have the right to ask us to temporarily cease processing your data, for example you can ask us to restrict processing whilst we verify corrections which you have requested
- Awareness: You have the right to be fully informed about why and how we process your information. This privacy notice is intended to meet that requirement, but please do contact us if you have any questions
- Object: You can object to us processing your data, for example by withdrawing your consent where consent is the basis of processing.
- Data portability: You can request a copy of your data in a digital format which you can then supply to another provider
- Automated decision making: We don't apply any automated decision making algorithms for the processes covered by this privacy notice

Data Retention – how long do we keep your data for

Where we are collecting data for the purpose of fulfilling a contract with you we will keep your data for 7 years from the end of the contract.

Where we are collecting data during a research project retention periods specific to the project and described in the project's privacy notice will apply.

Where we are collecting data with your consent then we will keep your data until such time as you withdraw your consent.

Cookies - How do we use cookies on our websites? We only use the following strictly necessary cookies on our website – we do not track our individual visitors.

Name of Cookie	Set By	Type
wordpress_test_cookie	speechandlanguage.link	Essential session cookie for checking if your browser is set up for you to be able to log in. This is only set if you attempt to log in
wordpress_logged_in_	speechandlanguage.link	Set if your login is successful, required to handle your logged in session. Will expire when you logout or leave site but will persist for 6 weeks if you click the “remember me” box when logging in
Various cookies	vimeo.com	If you sign up to our Link Community membership and access The Link Live conference either live or on-demand, our video hosting provider will set cookies
cmplz_consent_services	speechandlanguage.link	Set as part of our cookie management tool, only used to store your preferences
cmplz_functional	speechandlanguage.link	
cmplz_marketing	speechandlanguage.link	
cmplz_policy_id	speechandlanguage.link	
cmplz_preferences	speechandlanguage.link	
cmplz_statistics	speechandlanguage.link	
_GRECAPTCHA	google.com	Allows our forms to be protected from spam bots – we are actively looking for alternatives to this

If you would like to know more about cookies, please visit the [ICO website](#).

What happens when I follow links to other sites?

If you follow links to other sites from our website your data will be subject to the privacy policies of those sites. You should refer to these policies before providing your data.

Where do we process data?

We process data at our registered offices at Canterbury Innovation Centre, University Road, Canterbury, Kent CT2 7FG. We also utilise a UK based dedicated storage provider to host some of our services.

We apply UK data protection law and the GDPR conditions to our processing.

Making a complaint

You can contact us at the above address, alternatively the supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO. The ICO Helpline number is 0303 123 1113

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