

Information Web Site Privacy Policy

This privacy policy relates to the use of speechandlanguage.info

Who is Speech Link Multimedia Ltd?

Speech Link Multimedia Ltd is 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 provide a subscription service for our newsletter
- To provide an account for our online shopping service
- To register your request for a trial of our support packages

We are the data controller for these processing activities.

Basis for processing:

Our lawful basis for processing depends on the purpose:

- We provide a subscription service for our newsletter based upon your consent. You are free to withdraw your consent at any time and we will provide a link to do so 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 subscription service until you withdraw your consent or the service is no longer provided.
- We provide our online shopping service under the basis of a contract between us
- We process your request for a trial of our support packages under the basis of collecting information prior to and with the intention of creating a contract between us. 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 – https://speechandlanguage.support/files/Speech_Link_Multimedia_Ltd_-_Privacy_Data_Protection_Policy_-_v1.9n_-_27-02-2019.pdf

Special category data:

We collect no special category data for these processes

What personal data do we collect?

1. For our newsletter subscription service we collect:
 - a. Forename and Surname
 - b. School/Company Name
 - c. Address

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- d. Email address
2. For our online shopping service we collect:
 - a. Forename and Surname
 - b. Company Name
 - c. Address
 - d. Email Address
 - e. Telephone number
3. To register your request for a trial of the support packages we collect:
 - a. School name
 - b. your name
 - c. Telephone number
 - d. Email address

Please note that we utilise a secure third party service to collect and process payment details for our online shop, <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 newsletter subscription we share your data with a secure EU based subscription management provider
3. The storage for our online shop and trial requests is provided by our secure UK based data centre provider

How do we keep your data secure?

We take appropriate steps to maintain our school contact and pupil 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. All personally identifiable data is encrypted at rest in the database
3. Our web servers reside in highly secure ISO27001 certified data centres
4. All our staff have an up to date enhanced 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. Newsletter subscription data are stored within the EU
9. We will inform you if we subcontract any further data processing
10. 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.

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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 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?

Name of Cookie	Set By	Type
Cookie Control	speechandlanguage.info	necessary (we record which cookies you are happy with here)
DSID	doubleclick.net	marketing
IDE	doubleclick.net	marketing
_fbp	speechandlanguage.info	marketing
_ga	speechandlanguage.info	analytics (helps us improve our website)
_gat_gtag_UA_47174652_11	speechandlanguage.info	analytics
_gid	speechandlanguage.info	analytics

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c_user	facebook.com	marketing
datr	facebook.com	marketing
fr	facebook.com	marketing
newsletter_preference	speechandlanguage.info	necessary (records whether you've hidden the newsletter banner)
sb	facebook.com	marketing
wd	facebook.com	marketing
xs	facebook.com	marketing
lb1	speechandlanguage.info	necessary (load balancing)

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 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