

New Routes Ltd Privacy Policy and Terms and Conditions

Privacy Policy

The following Privacy Policy relates to all personal data held by New Routes Ltd and explains how we use any information obtained including from our website. We are committed to protecting and respecting your privacy and to keeping your personal information private and informing you how we use it.

We are registered with the Information Commissioners Office and are legally obliged under the UK data protection laws to protect any personal data that we hold, and to follow important principles when disclosing this information.

New Routes Ltd Website

When using our website it may be necessary for us to obtain personal information from you, we may collect information in the following ways:

- Information that you provide by filling in forms on our site
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.
- Any information sent to us will be used for the purposes of responding to your enquiry and sending information to you about other services that we feel may be of interest to you. It may also be necessary to pass personal information between the organisations resources for administration purposes to arrange diarise appointments.
- We will not sell or disclose any personal information to another party unless you provide your consent to us to do so, or if we are required to disclose this information by law.
- Whilst we follow strict guidelines and procedures when either disclosing or storing your personal information you must be aware that the Internet is not always secure and we will not be held liable if your information is transmitted to an unauthorised third party.
- We will keep personal data as safe and secure as practicably possible and protect against loss, unauthorised disclosure or access.
- Our Data Protection and Privacy Policy only relates to New Routes Ltd particular website. If you connect to an external website then you will be subject to the Privacy Policy of that particular third party.
- If you use our website then you have consented to the terms of this data protection and privacy policy. If you do not agree to any aspect of the policy then you should terminate your use of this website immediately.
- We reserve the right to amend our Privacy Policy at any time.
- You will be notified about any changes by way of a Notice on our web site.

Terms and Conditions

1. New Routes Ltd owns and operate this website – www.newoutesltd.com ('Site').
2. If you do not agree to these Terms and Conditions, please do not use this website. If you have any questions on these Terms and Conditions, please contact New Routes Ltd
3. Your use of the Site is subject to these Terms of Use. By using the Site, you will be deemed to have accepted and agreed to be bound by these Terms of Use. We may make changes to these Terms of Use from time to time. You are responsible for all access to the Site using your Internet connection, even if the access is by another person.
4. We will use reasonable efforts to ensure that the Site is available at all times. However, we cannot guarantee that the Site or any individual function or feature of the Site will always be

available and/or error free. In particular, the Site may be unavailable during periods when we are implementing upgrades to or carrying out essential maintenance on the Site.

5. The intellectual property rights in the Site and all of the text, pictures, videos and other content made available on it are owned by us and our licensors. You may not print or otherwise make copies of any such content without our express prior permission.
6. Your permission to use the Site is personal to you and non-transferable, and you may not use the Site for commercial purposes. Your use of the Site is conditional on your compliance with the rules of conduct set out in these Terms of Use
7. The Site may provide links to other websites and online resources. We are not responsible for and do not endorse such external sites or resources. Your use of third party websites and resources is at your own risk.
8. These Terms and Conditions will be subject to the laws of England and Wales, and it is agreed that Preston shall be a convenient forum in the event of any court proceedings.

How information is obtained about you on initial contract

You may provide personal information by completing forms, contracts, e mail, text message or social media such as Facebook messenger.

If you contact us, we may keep a record of that correspondence digitally in order to respond to your enquiry.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them ie feedback Forms

Information about you may also be provided via a third party i.e. the organisation that employs you in order to obtain these services or via another provider referring you to New Routes Ltd.

Other organisations that may pass on your details to New Routes Ltd include where you have contacted them enquiring about support services, or via such as Counselling Directory and Employee Assistance Programmes (EAPs).

What information do I obtain?

Generally, information will include your name, telephone number and e mail. Where the information is obtained via a third party, the information is determined by that third party.

We may also receive some personal information in relation to your enquiry.

Where the provision is secured through an organisation i.e. School, college, business the information received about you is determined by that organisation.

Where your initial contact is made via a website or directory, New Routes Ltd may receive some technical information, for example an IP (internet protocol) address.

Information obtained about you on further contact

The vast majority of information that New Routes Ltd may obtain about you will be obtained verbally through our conversations. Other information may come from you via a text message, an e mail or telephone call, online i.e. Teams, Zoom, Google.

During the initial consultation, and or during the contracting stage of the discussion you may be asked for and recorded further information. For example you may be asked for your address, your GP details, emergency contact details. This is an ethical requirement for the organisation to keep appropriate records about our work.

The information recorded is held confidentially on a secure digital platform that is both password protected and purpose built.

A record of the dates and times on which you attend a session is held

If your personal details change, please help us to keep your details up to date by notifying us. You also have the right to access and/or correct the personal information held by us by applying in writing.

Where is information stored about you

Contact information may be stored in the following ways;

- On the contacts directory of my mobile phone
- On the contact directory of my Microsoft, Google account and BT account
- On a secure digital platform location
- On my electronic Account Record. This is used for invoicing purposes

Any notes made on hard copy during the session are scanned into a digital secure platform and the hard copy notes destroyed.

How does New Routes Ltd use the information received about you

New Routes Ltd will only use the information provided to carry out the work with you;

- To make initial contact with you
- To maintain contact with you during the course of the work together
- To carry out the work together
- To enable the organisation to provide you with information relating to any training or development opportunities that New Routes Ltd are to deliver after our work has finished
- To allow New Routes Ltd to conduct its work in an ethical manner (eg in work with a supervisor). This is discussed in detail during the initial meeting as part of the contracting.
- In the event of a safeguarding issue – this is discussed in detail during the initial meeting as part of the contracting.

The only other time New Routes Ltd may be required to share information that you provide the organisation with;

- To contact emergency services in the event of an accident or incident
- In the event of its work being subpoenaed by the Courts
- Should anything happen to the Director, there is a Professional Will in existence. The executor of my Professional Will has written permission to access your information in an event of exceptional circumstances. The executor is a qualified counsellor and abides by the same ethical standards as the Director. The Executor does not have access to your information unless in the event of exceptional circumstances.

What will I not do with your information?

New Routes Ltd will not share any of your information with anyone outside of New Routes Ltd for marketing purposes.

When and how is your information destroyed?

As soon as the work is finished;

- Any contact information in respect of invoice systems will be archived
- The digital record is archived and a date 7 years hence noted
- When the work has been completed for a period of 7 years, your information will be deleted in full.

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Should you have any questions in relation to the way New Routes Ltd protects your information please do not hesitate to ask.

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