



Privacy Policy

Version: V1.0

Approval Date: June 2026

Review Date: June 2027

Approved By: Co-Founders

1. Introduction

Coastline Futures Ltd is committed to protecting the privacy and security of personal information.

This Privacy Policy explains how we collect, use, store and protect personal information relating to Service Users, parents and carers, staff, volunteers, partners, website users and other stakeholders.

We are committed to handling personal information lawfully, fairly and transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Coastline Futures Ltd is an organisation supporting Children and Young People to aspire, achieve and advance through personalised programmes, employability support and positive progression opportunities.

For the purposes of data protection legislation, Coastline Futures Ltd is the **Data Controller**.

3. Information We Collect

We may collect and process the following categories of personal information:

Service Users

- Name, date of birth and contact details
- Emergency contact information
- Educational history and progression information

- Attendance and engagement records
- Additional learning needs or support requirements
- Safeguarding information where necessary
- Photographs and media consent

Parents and Carers

- Names and contact details
- Relationship to the learner
- Communications relating to support and progress

Staff and Volunteers

- Recruitment and employment information
- Qualifications and training records
- DBS and safeguarding information
- Payroll and pension information

Website Users

When you visit our website, we may collect:

- IP address
- Browser type and device information
- Pages visited
- Website usage information through cookies and analytics tools

Please see our Cookies Policy for further information.

4. How We Use Personal Information

We use personal information to:

- Deliver education, training and support programmes
- Safeguard Service Users and promote wellbeing
- Communicate with Service Users, parents and partners
- Monitor attendance, progress and outcomes
- Recruit and manage staff and volunteers
- Comply with legal and regulatory obligations
- Improve our services and website
- Respond to enquiries and feedback

5. Legal Basis for Processing

We process personal information under one or more of the following lawful bases:

- Consent
- Performance of a contract
- Compliance with a legal obligation
- Protection of vital interests
- Public task

Legitimate interests

Where we process special category information, such as safeguarding or health information, we will ensure there is an appropriate lawful basis and additional safeguards in place.

6. Sharing Information

We will only share personal information where it is lawful and appropriate to do so.

This may include:

- Local authorities
- Schools and colleges
- Employers and placement providers
- Funding organisations
- Health and wellbeing services
- Safeguarding agencies, including social care and the police
- Regulatory or legal authorities where required

Information will only be shared on a need-to-know basis and in accordance with data protection and safeguarding legislation.

7. Data Security

Coastline Futures takes appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss or theft
- Accidental destruction
- Alteration or disclosure

Access to information is restricted to authorised individuals who require it for legitimate business purposes.

8. How Long We Keep Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to meet legal, safeguarding and regulatory requirements.

Retention periods are reviewed regularly and information is securely destroyed when no longer required.

9. Your Rights

Under UK GDPR, individuals have rights relating to their personal information, including:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (where applicable)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights relating to automated decision-making and profiling

Requests relating to personal information will be responded to within the timescales required by law.

10. Cookies

Our website uses cookies and similar technologies to improve user experience and understand how visitors use our website.

Further information can be found in our separate **Cookies Policy**.

11. Contact Us

If you have any questions regarding this Privacy Policy or wish to exercise your data protection rights, please contact:

Coastline Futures Ltd

General Enquiries

info@coastlinefutures.co.uk

Safeguarding

safeguarding@coastlinefutures.co.uk

12. Complaints

If you are unhappy with how we handle your personal information, please contact us in the first instance.

You also have the right to complain to the:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

Policy Information

Document Title	Privacy Policy
Organisation	Coastline Futures Ltd
Approved By	Board of Directors
Version	V1.0
Approval Date	June 2026
Review Date	June 2027