GDPR & Privacy Policy for Listening Beyond Words

1. Overview

Listening Beyond Words is committed to protecting your privacy and handling all personal data in accordance with the UK GDPR and Data Protection Act 2018. This policy explains what information we collect, how it is used, and your rights as a user.

We aim to keep things simple, transparent, and user-friendly.

2. What Information We Collect

A. Information you provide when purchasing or creating an account

If you buy resources, subscribe, or create a member account, we may collect:

- Your name
- Email address
- Billing address
- Payment details (processed securely by our payment provider; we do not store card details)
- Login information (username/password)

This information is used only for:

- Processing orders
- Managing subscriptions
- Providing access to member-only content
- Sending essential service emails (e.g., order confirmations)

We do not sell or share your personal information with third parties for marketing.

B. Information entered into downloadable tools (PDFs, Excel templates, digital cards)

Some of our downloadable tools include optional fields where you may choose to record:

- Child's name or initials
- Practitioner details

- Notes or contextual information

Important:

- These tools run locally on your device.
- We cannot see, access, or store any information you enter.
- No data is uploaded to our servers or saved in any external database.
- Any PDF or Excel file you generate is stored only on your own computer or device.

Your responsibility:

You are responsible for ensuring that any personal data you enter complies with your organisation's data protection and confidentiality requirements.

We strongly recommend:

- Using anonymised identifiers (e.g., initials) where appropriate
- Only entering information necessary for your intended purpose
- Storing generated files securely on your own systems

3. Cookies & Local Storage

Some tools may use local browser storage to enable features such as:

- Saving your progress temporarily
- Allowing you to download a personalised PDF or Excel file

This information stays on your device and is never transmitted to us.

You can clear this data at any time through your browser settings.

4. How We Use Your Information

We use your personal information only for:

- Processing purchases
- Providing access to digital resources
- Managing your account
- Responding to enquiries
- Sending updates you have opted into (e.g., newsletters)

We do not use your data for automated decision-making or profiling.

5. Legal Basis for Processing

We process your data under the following lawful bases:

- Contract: to provide the products or services you have purchased
- Consent: for optional communications such as newsletters
- Legitimate interest: to improve our website and user experience
- Legal obligation: for accounting and tax purposes

6. Data Sharing

We only share your data with:

- Payment processors (for secure transactions)
- Website hosting providers (for essential site functionality)

These partners meet GDPR requirements and only process data on our behalf.

We never share personal data with advertisers or external marketing companies.

7. Data Retention

We keep:

- Account and purchase information for as long as your account is active
- Financial records for the legally required period (usually 6 years)
- Emails and enquiries only as long as needed to support you

You can request deletion of your account at any time.

8. Your Rights

Under GDPR, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion
- Restrict processing
- Withdraw consent
- Request a copy of your data

To exercise any of these rights, contact us at:

info@listeningbeyondwords.co.uk

9. Security

We take appropriate technical and organisational measures to protect your data, including:

- Secure hosting
- Encrypted connections (HTTPS)
- Restricted access to administrative systems

You are responsible for keeping your login details safe and storing downloaded files securely.

10. Contact Us

If you have any questions about this policy or how your data is handled, please contact:

info@listeningbeyondwords.co.uk

11. Updates to This Policy

We may update this policy occasionally to reflect changes in our services or legal requirements. The latest version will always be available on this page.