

Privacy Policy

Let's Talk Reading (LTR)

Last updated: April 2026

1. Who we are (data controller)

Let's Talk Reading (LTR) is a registered charity that provides early years literacy support, community reading groups, and volunteer-led literacy activities.

For the purposes of UK data protection law, LTR is the **data controller** of the personal information we process.

If you have any questions about this Privacy Notice or how we use your data, you can contact us at: info@letstalkreading.org.uk

2. Purpose of this Privacy Notice

This Privacy Notice explains how we collect, use, store, and protect personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, in line with guidance provided by the **Information Commissioner's Office (ICO)**.

It applies to:

- Website users and form submissions
 - Attendees of our baby and early years groups
 - Volunteers
 - Community partners and professional contacts
 - Individuals who communicate with LTR staff or coordinators
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3. The personal data we collect

We only collect personal data that is adequate, relevant, and limited to what is necessary for the purposes described in this notice.

3.1 Website forms

When you submit forms via our website, we may collect:

- Name

- Email address
- Telephone number
- Any additional information you choose to provide

3.2 Baby and early years groups

For participants (parents/carers and children), we may collect:

- Parent/carer name and contact details
- Child's name and date of birth or age
- Attendance information
- Relevant information shared for participation or support purposes
- Safeguarding-related information where necessary and appropriate

3.3 Volunteers

We may collect:

- Name and contact details
- Availability and role preferences
- Skills and experience
- References (where applicable)
- DBS status and safeguarding checks (where required for role suitability)

3.4 Community partners and professional contacts

We may store:

- Name
- Job title/role
- Organisation
- Email address and telephone number

This includes childminders, schools, health professionals, and community organisations.

3.5 Operational correspondence

We may retain information shared with LTR coordinators via email or direct communication where it is necessary for service delivery, safeguarding, or programme coordination.

4. Lawful basis for processing

Under UK GDPR, we must have a lawful basis to process personal data. We rely on the following:

- **Consent** – where individuals have given clear permission (e.g. website forms, communications)
- **Contract** – where processing is necessary to provide services (e.g. volunteer engagement or programme participation)
- **Legal obligation** – where we are required to comply with safeguarding or statutory requirements
- **Legitimate interests** – to deliver and improve our charitable services in a way that does not override individual rights and freedoms

Where special category data is processed (e.g. safeguarding-related information), we rely on additional conditions under Article 9 UK GDPR, such as substantial public interest or safeguarding of children.

5. How we use personal data

We use personal data to:

- Deliver and manage literacy programmes and community groups
- Communicate with service users, volunteers, and partners
- Maintain attendance and participation records
- Support safeguarding and duty of care obligations
- Coordinate services with partner organisations
- Manage volunteer recruitment and engagement
- Improve the quality and effectiveness of our services

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

6. How we store and protect your data

We take appropriate technical and organisational measures to protect personal data, in line with ICO expectations for small organisations and charities.

All personal data is stored securely on a **password-protected Microsoft SharePoint system**, which:

- Is accessible only to authorised LTR employees
- Is protected by access controls and authentication measures
- Is regularly reviewed to ensure appropriate access restrictions

We do not store personal data on unsecured devices or publicly accessible systems.

7. Data sharing

We do not sell or trade personal data.

We may share personal data only where necessary and appropriate, and only in the following circumstances:

- With your consent
- With partner organisations involved in delivering services (on a need-to-know basis)
- Where there is a safeguarding concern involving a child or vulnerable person
- Where required by law or regulatory obligation

All sharing is carried out securely and in line with data protection principles.

8. Data retention

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- Delivery of services
- Safeguarding requirements
- Legal and reporting obligations

When data is no longer required, it is securely deleted or anonymised in accordance with our retention procedures.

9. Your data protection rights

Under UK GDPR, you have the following rights:

- The right to be informed about how your data is used
- The right of access to your personal data
- The right to rectification of inaccurate data
- The right to erasure (in certain circumstances)
- The right to restrict processing
- The right to object to processing based on legitimate interests
- The right to data portability (where applicable)
- The right to withdraw consent (where consent is the lawful basis)

To exercise your rights, please contact us using the details below.

10. Safeguarding and special category data

Where we process sensitive information (for example, safeguarding concerns relating to children), we do so only when necessary and in line with UK GDPR Article 9 conditions and safeguarding responsibilities.

Such information is handled with strict confidentiality and limited access.

11. How to complain

If you have concerns about how we handle your personal data, please contact us first so we can try to resolve the issue.

You also have the right to complain to the UK data protection regulator:

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Reference: **ZA527588**

12. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in law or our practices. The latest version will always be available on our website.

13. Contact us

If you have any questions about this Privacy Notice or your personal data, please contact:

Let's Talk Reading (LTR)

Email: info@letstalkreading.org.uk

Address: **c/o Eastern Angles, Gatacre Road, Ipswich, Suffolk, IP1 2LQ.**