



Tend Collective Community Interest Company – Privacy Policy

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1. Data Controller

Tend Collective Community Interest Company (“Tend Collective CIC”, “we”, “us”, “our”) is the data controller responsible for your personal data.

Registered office: 301 King Street, Norwich, Norfolk, NR1 2TN, UK

Company number: 16246128

ICO registration number: ZB885563

Contact: admin@tendcollective.co.uk

2. What Data We Collect

We may collect:

- Identity and contact information: name, email, phone number, professional role
- Service records: notes, summaries, or communications relating to services or events
- Administrative/financial data: for contracts, payments, or commissioning
- Website and technical data: IP address, cookies, browser information

Children and families: We do not routinely collect identifiable records about children or families unless required for safeguarding or commissioned work. Only relevant information (e.g., initials, age range) is recorded in those cases.

3. How We Use Your Data

Your personal data is used to:

- Provide services, workshops, or support
- Administer contracts or commissioning arrangements
- Communicate updates and opportunities
- Monitor and evaluate services
- Comply with legal obligations (e.g., safeguarding, accounting)

4. Bookings via Eventbrite

When you book workshops, training, or events with Tend Collective CIC via Eventbrite:

- Eventbrite collects your name, email, and payment information.
- We receive your data to confirm bookings, send event information, and manage attendance.
- Eventbrite acts as a data processor, and your data is also subject to Eventbrite’s privacy policy (Eventbrite Privacy Policy).
- We never sell your data; it is only shared with Eventbrite to manage bookings.

Cookies via Eventbrite:

- Some cookies may be set when you visit Eventbrite pages.
- You can manage these cookies through your browser or Eventbrite's platform.

5. Cookies and Website Tracking

Our website uses cookies to improve your experience:

1. Essential cookies – required for site functionality
2. Analytics/optional cookies – to understand website usage and improve services

6. Sharing Your Data

We may share personal data:

- With Eventbrite or other service providers to manage bookings and events
- With service partners where necessary for event or service delivery
- When legally required (e.g., safeguarding, legal obligation)
- Only with your consent where applicable

We do not sell personal data.

7. Data Security

- Digital records stored securely with encryption and password protection
- Access restricted to authorised personnel only
- Regular security reviews

8. Data Retention

- Safeguarding records: retained for 7 years or until the child turns 25
- HR/personnel records: 6 years after engagement ends
- Contracts/agreements: 7 years after termination
- Administrative and event data: retained as required

9. Your Rights

You have the right to:

- Access your data
- Request correction or deletion
- Object to processing or withdraw consent
- Request restriction of processing

Requests should be submitted to admin@tendcollective.co.uk. We respond within one calendar month unless an exemption applies.

10. Data Breaches

Serious breaches will be reported to the ICO within 72 hours, and affected individuals will be informed where necessary.

11. Changes to This Policy

We may update this policy from time to time; the most recent version is always available on our website.

12. Contact

Email: admin@tendcollective.co.uk

