



## **DATA PROTECTION POLICY 2026/2027**

**Introduction** This policy outlines how **LISTENai** ("we," "us," or "our") handles personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are committed to protecting the privacy and security of personal data.

## 2. Company Details

- **Name:** **LISTENai**
- **Registered Address:** 15 Fern Valley, Crook, County Durham, DL15 9PZ
- **Email:** allears@listenai.co.uk
- **Telephone:** 07516 673844
- **Sole Trader:** 23063 32327

## 3. Principles of Data Protection

We adhere to the following principles regarding your data:

- **Lawfulness, fairness, and transparency:** We process data lawfully, fairly, and transparently.
- **Purpose limitation:** We collect data for specified, explicit, and legitimate purposes.
- **Data minimisation:** We collect only the data necessary for our purposes.
- **Accuracy:** We keep data accurate and up to date.
- **Storage limitation:** We retain data only for as long as necessary.
- **Integrity and confidentiality:** We protect data against unauthorized or unlawful processing, loss, destruction, or damage.

## 4. The Data We Collect

We may collect, use, store, and transfer different kinds of personal data including:

- **Identity & Contact Data:** Names, email addresses, phone numbers, and addresses.
- **Project Data:** Workshop/activity preferences and offered health information relevant to our listening services.
- **Technical Data:** IP addresses, browser type, and information collected via website forms and event registrations.

## 5. Lawful Basis for Processing

We process personal data on the following lawful bases:

- **Consent:** Where you have given clear consent for us to process your personal data for a specific purpose.
- **Legitimate Interests:** Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- **Legal Obligation:** Where it is necessary for compliance with a legal obligation.

**6. How We Use Your Personal Data** We use your data:

- To tailor subject-sensitive and participant-focused provision of services.
- To send newsletters and manage community events.
- To develop future LISTENai programming and service delivery.
- To respond to your inquiries regarding volunteering or projects.

**7. Data Sharing** We do not sell your personal data. We may share data with:

- **Trusted Third Parties:** Service providers acting as processors (e.g., Google Workspace, NordShark).
- **Official Bodies:** Safeguarding and criminal requests from officially recognised bodies will be adhered to strictly.
- **Partners:** Corporate and funding partners (e.g., NHS, LCP) solely for service improvement, reporting, and impact assessment.

**8. Data Security** We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized way.

- **Technical Measures:** Our systems are secured with NordShark Meshnet Virtual Private Network, 2FA (Two-Factor Authentication), and Meta encryption coverage for communications.
- **Physical Security:** Data held on external devices is encrypted and stored in secure off-site locations.

**9. Data Retention** We retain personal data only for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

**10. Your Legal Rights** Under UK data protection laws, you have rights including:

- The right to **access** your personal data.
- The right to **rectification** (correction) of your data.
- The right to **erasure** (to be forgotten).
- The right to **restrict processing**.
- The right to **object** to processing.

To exercise any of these rights, please contact us at [allears@listenai.co.uk](mailto:allears@listenai.co.uk)