
Website Privacy Notice

Last Updated: August 2026

At Futures in Mind, we are committed to protecting your privacy and handling your personal information openly, fairly and securely.

This Privacy Notice explains how we collect, use and protect information when you visit our website or contact us through it.

If you require this notice in another format, please contact us.

Who We Are

Futures in Mind provides educational psychology and related services for children, young people, families, schools and organisations.

For the purposes of UK data protection legislation, Futures in Mind is the Data Controller for the personal information described in this Privacy Notice unless we tell you otherwise.

Information We Collect

Depending upon how you use our website, we may collect:

Information you provide

- Name
- Email address
- Telephone number
- Organisation
- Information included within your enquiry

Please avoid including sensitive personal information within your initial enquiry unless it is genuinely necessary.

Automatically collected information

When you visit our website we may collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access
- Referring website

This is not personally identifiable data as such.

This information helps us improve our website and maintain security.

Why We Use Your Information

We use personal information to:

- respond to enquiries;
 - provide information requested;
 - arrange services;
 - administer our website;
 - maintain website security;
 - improve our services;
 - meet legal obligations.
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Our Lawful Basis

Depending upon the nature of your enquiry we rely upon one or more lawful bases to retain your data, including:

- responding to steps requested before entering into a contract;
- legitimate interests in administering our organisation and responding to enquiries;
- legal obligations where applicable.

We will not retain any data where no action is required and no 'contract' for work engaged in. Where consent is used (for example, optional marketing communications), you may withdraw it at any time.

Who We Share Information With

We do not sell personal information.

Information may be shared where appropriate with:

- commissioned professionals;
- schools;
- local authorities;
- IT providers;
- website hosting providers;
- professional advisers;
- regulators or public authorities where legally required.

Information is shared only where there is a lawful reason to do so.

How Long We Keep Information

Website enquiries that **do not** result in services being provided are **not** retained.

Where enquiries lead to professional services, information becomes part of the relevant (professional) record and is retained in accordance with our Retention & Disposal Schedule.

Your Rights

You have rights under UK data protection legislation, including the right to:

- know how your information is used;
 - request access to your information;
 - request correction of inaccurate information;
 - request erasure where applicable;
 - request restriction of processing;
 - object to certain processing;
 - lodge a complaint.
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Security

We take appropriate technical and organisational measures to protect personal information from unauthorised access, loss or misuse.

No method of internet transmission can be guaranteed to be completely secure, but we continually review our security arrangements.

Contact Us

If you have questions about this Privacy Notice or how your information is used, please contact:

Email: enquiries@futuresinmind.org

Complaints

If you remain dissatisfied after contacting us, you may complain to the Information Commissioner's Office.

Changes

This Privacy Notice may be updated from time to time.

The latest version will always be published on our website.
