FORWARD FUTURES

GROUP

Website Privacy Notice

How Forward Futures Group handles personal information received through its website and online enquiries

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Approved By	Founder & CEO
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Document Control

Version	Date	Summary of Changes	Reviewed By	Approved By
1.1	September 2026	Reviewed and aligned with SGP-001, Keeping Children Safe in Education 2026 and Working Together to Safeguard Children 2026. Updated operational wording, cross-references and document format.	DSL	Founder & CEO

Approval

This document must be formally approved before issue. The Designated Safeguarding Lead is responsible for ensuring that related procedures, forms, training and local referral information remain aligned with it.

Reviewed by / role	Brooke Wager - Founder, CEO and Designated Safeguarding Lead
Approval date	15 September 2026
Founder & CEO approval	Brooke Wager

Contents

1 About this notice
2 Who we are and how to contact us
3 Information we may receive
4 Where information comes from
5 Required and optional information
6 Sensitive and safeguarding information
7 Why we use information and our lawful bases
8 Who we may share information with
9 Cookies and analytics
10 Marketing communications
11 Links and embedded services
12 How we protect information
13 How long we keep information
14 International transfers
15 Your information rights
16 Children and young people
17 Complaints
18 Changes to this notice
19 Related documents

1 About this notice

This notice explains how Forward Futures Group Ltd uses personal information when someone visits our website, completes an online form, contacts us through the website or otherwise makes an online enquiry. It should be read with our Cookies Policy and, where a person is referred to or receives a service, IGN-001 Learner Service User and Parent Carer Privacy Notice.

2 Who we are and how to contact us

Forward Futures Group Ltd is the data controller for the personal information covered by this notice. This means that we decide why and how that information is used.

- Address: 140 Church Road, Skegness, Lincolnshire, PE25 2QJ.
- Data protection contact: Brooke Wager, Founder and CEO.
- Email: Brooke@forwardfuturesgroup.com.

Our Information Commissioner's Office registration details are available on request and can also be checked through the ICO's public register. We have not appointed a statutory Data Protection Officer because we are not required to do so; the Founder and CEO oversees data-protection compliance.

3 Information we may receive

The information depends on how the website is used. It may include:

- name, email address, telephone number and other contact details;
- organisation, role and professional contact details;
- information included in an enquiry, message, referral discussion or request;
- preferences relating to communications or events;
- Internet Protocol address, browser and device information, security logs and approximate location derived from technical data;
- cookie, analytics and similar-technology information, where used, as explained in our Cookies Policy.

4 Where information comes from

We may receive information directly from the person using the website, from somebody contacting us on their behalf, from a commissioner or professional making an enquiry, and automatically through website hosting, security logs, cookies or analytics. If someone gives us information about another person, they should only provide information they are entitled to share and that is relevant to the enquiry.

5 Required and optional information

Website fields marked as required are needed so that we can receive, route and respond to the enquiry. If required information is not provided, we may be unable to respond. Other information is optional. Please do not provide more personal information than is necessary.

6 Sensitive and safeguarding information

General website enquiry routes are not emergency or safeguarding-reporting services. Please avoid including unnecessary health, safeguarding, criminal-offence or other highly sensitive information. In an emergency or where someone is in immediate danger, call 999.

If an enquiry nevertheless indicates that a child, young person or another person may be at risk, we may record, use and share relevant information under our safeguarding arrangements. We will not delay necessary protective action because the information arrived through a general website route.

7 Why we use information and our lawful bases

We use website information only where a lawful basis applies:

- Responding to general enquiries and maintaining professional relationships: our legitimate interests in operating Forward Futures Group, communicating about our services and managing appropriate stakeholder relationships.
- Discussing requested services, contracts or commissioned provision: steps requested before entering a contract, performance of a contract where the individual is a party, and or our legitimate interests in considering and administering services and business arrangements.
- Operating, securing and improving the website and organisational systems: our legitimate interests in providing a functional service, preventing misuse, maintaining security and understanding website performance.
- Meeting statutory, regulatory, safeguarding, tax, insurance or accountability requirements: compliance with a legal obligation and, where applicable, our legitimate interests in protecting individuals and managing legal and organisational risk.
- Responding to an immediate threat to life or serious harm: vital interests and or another appropriate safeguarding basis.
- Optional marketing or non-essential cookies: consent where consent is required. Consent may be withdrawn at any time without affecting earlier lawful processing.

Where special-category information is received, such as health, disability or safeguarding information, we also identify an appropriate condition under Article 9 UK GDPR and the Data Protection Act 2018, as amended. Depending on the circumstances, this may relate to explicit consent, vital interests, legal claims, safeguarding or another substantial-public-interest condition. Criminal-offence information will only be processed where Article 10 UK GDPR and an applicable legal condition permit it.

8 Who we may share information with

We share information only where lawful, necessary and proportionate. Recipients may include:

- Forward Futures Group staff and authorised workers who need it to respond or act;
- approved website, email, cloud, information-technology, security and analytics providers acting on our behalf;
- schools, colleges, local authorities, commissioners or partners connected with the enquiry;
- Children's Services, Adult Social Care, Police, health services, emergency services or other safeguarding bodies;
- professional advisers, insurers, auditors, regulators, courts or law-enforcement bodies where there is a lawful reason.

Where a supplier processes information for us, we use appropriate contractual, confidentiality and security arrangements. Where another organisation determines its own use of information, it is responsible for explaining that use through its own privacy information.

9 Cookies and analytics

Essential cookies may operate because they are necessary for the website or its security. Non-essential analytics, preference or marketing cookies will not be set before the required consent is obtained. Visitors can reject non-essential cookies as easily as they can accept them and can change their choice. The current Cookies Policy identifies the cookies actually used, their purposes, providers and durations.

10 Marketing communications

We distinguish responses to enquiries and service or professional communications from direct marketing. Where privacy and electronic-marketing rules require consent, we will obtain it first. A person can object to direct marketing or unsubscribe at any time. We may keep limited suppression information so that the preference continues to be respected.

11 Links and embedded services

Our website may link to or embed services operated by other organisations. Those organisations may collect information under their own privacy and cookie arrangements. We are not responsible for external websites, but we will configure embedded content and consent controls appropriately where they are under our control.

12 How we protect information

We use proportionate technical and organisational measures, including approved accounts and systems, access controls, authentication, secure configuration, restricted permissions, confidentiality requirements, staff awareness and appropriate incident-management arrangements. No internet service can be guaranteed to be completely risk-free.

13 How long we keep information

Routine website enquiries that do not become part of a referral, contract, complaint, safeguarding matter or other formal record will normally be retained for 12 months after the last meaningful contact and then securely deleted, unless a longer or shorter period is justified and recorded. If an enquiry becomes part of another process, the retention period in the Records Retention and Secure Disposal Schedule for that record type will apply. Cookie durations are stated in the Cookies Policy.

14 International transfers

Some approved technology providers may store or access information outside the United Kingdom. Where UK data-protection law requires a transfer safeguard, we will use an adequacy regulation, the UK International Data Transfer Agreement, the UK Addendum to approved standard contractual clauses, or another lawful mechanism, together with any required risk assessment and supplementary safeguards.

15 Your information rights

Depending on the processing and legal circumstances, a person may have the right to access their information, correct inaccurate information, request erasure, restrict processing, receive certain information in a portable format, object to processing, and withdraw consent where consent is used. Rights are not absolute, and we will explain any lawful reason why a request cannot be met in full. The right to object to direct marketing is absolute.

We may verify identity proportionately before acting on a request. Forward Futures Group does not use website information to make decisions based solely on automated processing that produce legal or similarly significant effects.

16 Children and young people

Children and young people may visit or contact our website. We will explain privacy information in clear, age-appropriate language where necessary. A child or young person may ask a parent, carer, advocate or trusted adult to help them understand this notice or exercise their rights. Information connected with receiving a Forward Futures service is covered by IGN-001.

17 Complaints

Please contact Brooke Wager at Brooke@forwardfuturesgroup.com if you have a concern about our use of personal information. You may also complain to the Information Commissioner's Office through www.ico.org.uk/make-a-complaint or by telephone on 0303 123 1113. We would welcome the opportunity to address the concern first, but this does not affect the right to contact the ICO.

18 Changes to this notice

We will review this notice when our website, providers, legal requirements or information-handling arrangements change materially. The current version and effective date will be published on the website.

19 Related documents

- Cookies Policy
- IGN-001 Learner Service User and Parent Carer Privacy Notice
- IGP-001 Data Protection Policy
- IGP-002 Confidentiality and Information Sharing Policy
- Records Retention and Secure Disposal Schedule
- SGP-001 Safeguarding and Child Protection Policy

- GOV-003 Complaints Policy