

Change Innovators Limited

Privacy Policy



1. Introduction

At Change innovators we take our clients personal data seriously and endeavour to undertake best practice in our management of this information.

Change Innovators Limited is registered with the Information Commissioners Office (ICO). Registration number **ZB694672**.

2. Purpose

Our Privacy Policy explains what types of personal information will be processed by Change Innovators Limited (the data controller) when you visit our website or use our App and how this information will be used.

3. What information do we collect?

1. Information you supply.

As you use this website or other digital services, you may be asked to provide personal information by entering it on a web page and submitting it to the site by clicking a button or link (this includes discussion boards and feedback forms) and in some cases third party products that are detailed in the sections below.

2. Information we gather.

When you access our website or App, certain information you provide will automatically be recorded using cookies.

Information collected through cookies is stored and used for aggregated and statistical reporting with the purpose of improving our services.

Information collected will include your IP address, browser type, and information relating to the page(s) you visited such as mouse events, key presses and text typed on web forms.

3. Information collected from third parties.

The website is based upon the WordPress platform, and we use analytics platforms to improve our services. Please also see the section on social media below.

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4. How we use your information

1. We will only process your personal data in accordance with this Privacy Notice and applicable data protection legislation:

- Where you have freely given your informed consent for your information to be processed for specified purposes.
- Where it is necessary to enter into and perform a contract with you, including the operation and delivery of any services you have requested.
- When it is necessary to carry out tasks in the public interest (for example the provision of Coaching and Mentoring Services for you).
- In pursuance of our legitimate interests where those interests do not override your individual rights and freedoms (for example maintaining the security of our digital services).

2. Digital marketing and remarketing

You may receive targeted information gathered through your online activity on our website, app or on third party websites based on a range of criteria including demographic information, location, interests and past browsing behaviour.

Examples of this is getting a notification via a registered e-mail of published blogs if you have registered a valid e-mail address with the site. You can unsubscribe at any point by using the link in the e-mail.

3. Social media

Change Innovators Limited maintains a presence on a number of social media platforms. When entering your personal information on these channels you understand and acknowledge that your data will also be subject to the privacy policies of the third-party providers as well as this Privacy Policy.

4. Children

We may need the consent of your parent or guardian if you are under 16 years of age and wish to access our services by entering your personal information into this website or any of our digital services. Parents or guardians should first email admin@changeinnovators.com for further guidance.

5. How long do we keep your data for?

We will not store your personal information for longer than is necessary to fulfil the purpose for which it was collected. Change Innovators Limited will ensure that third parties with whom we share your personal information in accordance with this privacy policy will delete your personal information when they no longer require it to fulfil the service they provide.

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6. Who we share your information with

1. Service providers

Where we share personal information with third party organisations (such as software providers), who provide services such as event booking, we will always ensure appropriate security and contractual data processing agreements are in place.

2. Marketing and advertising partners

We may share information with third parties for marketing and advertising purposes. This may include Google Analytics Advertising Features, and creating customer audiences via Facebook, Twitter, Snapchat and Google.

3. Law enforcement purposes

We may disclose your personal information if required by law for example to comply with a court order.

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5. LearnDash Training Platform

Our website offers educational and training services through the LearnDash training platform. This section outlines how we handle the data in relation to the LearnDash plugin.

1. Data Collection and Use

The LearnDash plugin enables us to create and deliver a wide range of training courses to our users. When you enrol in and take courses on our platform, we may collect the following types of data:

- **Course Data:** This includes records of the courses you enrol in, your progress through the courses, quiz scores, and certifications obtained.
- **Interaction Data:** We collect information about your interactions with the course material, such as which lessons and topics you've accessed, and the time spent on them including personal reflections.
- **Performance Data:** We may track your performance and achievements within the courses, including completed assignments and grades.

2. Purpose of Data Collection

The data collected through the LearnDash plugin is used to:

- Provide access to our courses and track your progress.
- Assess the effectiveness of our training materials.
- Offer personalized learning experiences.
- Issue certificates of completion.

3. Data Sharing

We do not share your personal data collected through the LearnDash plugin with third parties except as necessary to provide the training services (e.g., issuing certificates) or as required by law.

4. Data Security

We take the security of your data seriously and implement appropriate technical and organizational measures to protect it against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

5. Your Rights

You have the right to access, correct, or delete your personal data related to the LearnDash. Please contact us if you wish to exercise these rights by email at admin@changeinnovators.com

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6. Psychometric Data Handling

In our commitment to personal development and effective training, we utilize psychometric assessments including the TTI DISC, Driving Forces, and the MHS EQi2.0. This section explains our practices regarding the collection, use, and storage of psychometric data.

1. Data Collection and Use

We collect psychometric data through assessments that measure workplace behaviours (TTI DISC), personal motivators (Driving Forces), and emotional intelligence (EQi2.0). This data helps us to:

- Understand individual behavioural styles and preferences.
- Identify driving forces that motivate individuals.
- Assess emotional intelligence competencies.

The information gathered is used to tailor personal development programs and improve team dynamics.

2. Storage of Psychometric Data

The psychometric data collected is stored securely on our Secure Office 365 one drive and is accessible only to authorized personnel. We ensure that:

- Data is encrypted during transmission and at rest.
- Access controls are in place to prevent unauthorized access.
- Regular audits are conducted to ensure the integrity and security of the data.

3. Retention of Psychometric Data

We retain psychometric data for as long as it is necessary to fulfil the purposes for which it was collected, including for the duration of any ongoing training programs and for a reasonable period thereafter to allow for program evaluation and follow-up.

4. Sharing of Psychometric Data

We do not share your psychometric data with third parties without your explicit consent, except as required by law or as necessary for the administration of training programs.

5. Your Rights

You have the right to access, correct, or delete your psychometric data. If you wish to review or update the information we have about you, or if you want to withdraw your consent for the use of your psychometric data, please contact in via email at admin@changeinnovators.com

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7. Change Innovators Limited e-mail privacy

The following relates to emails sent to you from the e-mail you provided when you registered with the site. Change Innovators Limited uses the Microsoft Office 365 and MailChimp™ mail service to send such emails. You may choose to opt out of emails sent by Change Innovators Limited using the link provided on the email.

Change Innovator's does not send unsolicited email. If you appear to have received unsolicited emails from us, please use the unsubscribe link on the email or e-mail admin@changeinnovators.com and we will remove you from our lists.

Your rights and choices

In respect of your personal data held by us, you have the following qualified rights to:

- access it
- rectify it if it is not accurate or complete
- erasure
- data portability
- restrict its processing
- withdraw any consent provided or otherwise object to its processing
- prevent automated decision making, including profiling
- complain to the Information Commissioner's Office (ICO).

To find out more or to exercise any of these rights please contact the Data Protection Officer at admin@changeinnovators.com

This is a global policy for Change Innovators Limited (UK) and Change Innovators Incorporated (Canada). We have a zero- tolerance approach to Bribery and Corruption and we are committed to acting ethically and with integrity in all our business dealings and relationships, based on our values set out in our Accountability Model.

Through our work and our wider networks and partners, we share a commitment to shaping the health and sustainability of our communities and creating solutions to global challenges.

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8. Governance and Ownership of this policy

This policy is owned, maintained and implemented by the Executive Board of Change Innovators Limited (UK).

Yvonne Thompson	Founder and Managing Director	UK
Lee Norris	Director	UK

This policy is reviewed at least annually and in line with new laws implemented by respective governments. Reviews are also conducted prior to any major tenders to ensure compliance with the most contemporary legislation and advice.

Last review date: 19/09/2024. **By adhering to this Policy, Change Innovators Limited aims to be a responsible and sustainable business that creates value for all its stakeholders and contributes positively to society and the environment.**