



Privacy Policy Procedures and Manual 2026

Applicable to Every Child Online (Charity No. 1197240) and
Everyone Digital CIC (Company No. 16064625)
Approved by Trustees and Directors
Review Date: January 2027

Every Child Online and Everyone Digital CIC ("Every Child Online", "everychildonline.co.uk", "everyone.digital.co.uk "us", "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

You can visit our website(s) without disclosing any personally identifiable information about yourself (although please note that we may use cookies and collect other non-personally identifiable information about your browsing activity – see section 6 for further information).

If you do submit personal information by ordering products, services or completing a web form registration, for example, you can be assured that we will use your personal information only to support your continuing relationship with us.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you generally transact with us, visit our websites and use our products and services.

1. TYPES OF INFORMATION COLLECTED

We endeavour to collect and use your personal information only with your knowledge and consent and typically when you order and subsequently use products and services, make customer enquiries, register for information or other services, request product information, submit a job application or when you respond to communications from us (such as questionnaires or surveys).

We may also collect your information if you request a quote, information or require a service from us whether via a website form, email, telephone, or any other form of contact in which case it shall be within our legitimate interests to contact you to discuss such request.

The type of personal information we may collect could include, but is not exhaustive to:

- Your name
- Your postal address
- email address
- telephone number
- Banking Information

The data we collect is only what is strictly necessary. If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.

2. NON-PERSONAL IDENTIFYING INFORMATION

We may also collect non-personally identifying information about your visit to our websites based on your browsing activities. This information may include the pages you browse, and products and services viewed or ordered. This helps us to better manage and develop our sites, to provide you with a more enjoyable, customised service and experience in the future, and to help us develop and deliver better products and services tailored to your individual interests and needs.

From time to time, if you consented accordingly, we may also store and use your information to contact you for market research and marketing purposes. We may contact you by email, phone or mail.

3. USE OF INFORMATION

We may use your information for a number of purposes which includes, but is not limited to:

- processing your orders;
- delivering any products and services;
- supporting any products and services;
- Providing information, status and updates on any products and services;
- managing and administering your account;
- responding to complaints or account enquiries;
- administering debt recoveries;
- verifying your identity when required; or
- to take any other action you request when you supply the Information.

We may also undertake market and product analysis based on your use of our services and products and contact you with information about new developments, products, services and special offers by post, telephone and automated means such as mobile text message (SMS), Email and the internet.

4. DISCLOSURE OF INFORMATION

We may only disclose information about you and your contact details to:

- Companies which Every Child Online and Everyone Digital has direct links with or ownership of, and subject always to the terms of this Privacy Policy Statement;
- In the event that we undergo re-organisation or are sold to a third party, in which case you agree that any personal information we hold about you may be transferred to that re-organised entity or third party for the purposes and subject to the terms of this Privacy Policy Statement.

In cases where there is a requirement for data to be shared with countries outside of the EU, we require all services providers to process your information in a secure manner and in accordance with applicable law on data protection. We also require that said countries meet the adequacy requirements of EU law. In all cases we utilise secure means to legitimise data transfers outside the EU to meet our obligations to you. Article 45 of the GDPR, which defines "transfers on the basis of an adequacy decision", stipulates that the transfer of personal data to a third-party country or to an international organisation may take place if the Commission has ruled that that third-party country, a territory or one or more specific sectors of that third-party country, or the international organisation in question, offers an adequate degree of protection. Such transfers do not need to be authorised separately.

Please note that Every Child Online does not sell or pass your personal information to third parties (other than as set out in the paragraph above) unless you have given us permission or unless it is strictly necessary to deliver the products and services ordered or used by you and you are notified beforehand. For example, we may disclose your data to a "credit check" company to validate your "company worthiness" or disclose limited details to third party suppliers of software and hardware for purchase and audit reasons.

Every Child Online may also be obliged to disclose your personal information to meet any legal or regulatory requirements (for example to comply with a court order) or obligations in accordance with applicable law.

5. SOCIAL MEDIA, BLOGS AND REVIEWS

Any social media posts or comments you send to us (on the Every Child Online and Everyone Digital, Facebook page, for instance) will be shared under the terms of the relevant social media platform (e.g. Facebook / Twitter) on which they are written and could be made public.

Other people, not us, control these platforms. We are not responsible for this kind of sharing. We recommend you should review the terms and conditions and privacy policies of the social media platforms you use. That way, you will understand how they will use your information, what information relating to you they will place in the public domain, and how you can stop them from doing so if you are unhappy about it.

Any blog, review or other posts or comments you make about us, our products and services on any of our blogs, reviews or user community services will be shared with all other members of that service and the public at large. Any comments you make on these services and on social media in general must be not offensive, insulting or defamatory. You are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

6. USE OF COOKIES

Some pages on our Website use cookies, which are small files placed on your internet browser when you visit our Website. Every Child Online and Everyone Digital uses cookies for your convenience to store information, so you do not have to re-enter your data upon each visit. Cookies and other technology are also used to monitor usage of the various features and services of our site, which over time gives us information to improve our site, services and products more effectively.

When you visit our websites, cookies will be placed on your computer or device to maximize your experience and to help us understand how we can improve our site. If you prefer not to receive cookies, you can set your browser to either reject all cookies, to allow “trusted” sites to set them, or to accept only those cookies from those sites you are currently on. However, turning off cookies will hinder your ability to access, use, or navigate portions of the site

7. DATA LOCATION

All data held by Every Child Online and Everyone Digital shall be retained within the EU. Where a service supplied by Every Child Online and Everyone Digital allow for the hosting of customer data, we will inform you of its location or geographical area in which the datacentre(s) are located. This information can also be obtained by making such request as laid out in Section 11.

8. DATA RETENTION.

To make sure we meet our legal data protection and privacy obligations, we only hold on to your information for as long as we need it.

In most cases, this means we will keep your information for as long as you continue to use our services, and for a reasonable period of time afterwards if you stop doing so. After that, subject to your rights to unsubscribe and be forgotten at any time, we will delete it other than where we are lawfully required to keep any data for audit or legal reasons.

9. DATA OWNERSHIP

All data that Every Child Online and Everyone Digital stores on behalf of a customer through services we provide remains the property of the customer at all times.

10. PROTECTION OF PERSONAL INFORMATION

Every Child Online and Everyone Digital recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general.

Your Information is accessed only by authorised staff who are instructed to handle Information with confidentiality. We are constantly reviewing and enhancing our technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction. It is protected by firewalls and standard industry security measures. We use industry standard TLS certificates to provide encryption of data in transit, for example, all access to secure Every Child Online and Everyone Digital's websites and management portals are covered by HTTPS.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our websites or our products and services, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Please be aware that communications over the Internet, such as emails are not secure unless they have been encrypted. Your communications may route through several

countries before being delivered - this is the nature of the World Wide Web/Internet. Every.

Everychild Online and Everyone Digital cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

11. ACCESS TO YOUR INFORMATION

You can write to us at any time to:

- To obtain details of the personal information we may hold about you;
- Update any Personal Information which is out of date or incorrect;
- Delete any Personal Information which we are holding about you;
- Restrict the way that we process your Personal Information;
- Provide your Personal Information to a third-party provider of services; or
- Opt-in, opt-out, subscribe or unsubscribe to the way we contact you regarding communications related marketing, service requests, systems and service availability, software and hardware renewals, or any other informational services we provide.

You can contact us:

By Email: hello@everychildonline.co.uk

By Post: Data Protection Officer

Every Child Online

15 Buckwins Square

Basildon,

Essex,

SS13 1BJ

We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you. All such requests will be responded to within the time period stated by applicable law.

12. CHANGES TO OUR PRIVACY POLICY

We may update our Privacy Policy from time to time. By continuing to use the services and our Website, you agree to the latest version of our Privacy Policy. Any changes we make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email.

Privacy Policy

Every Child Online and Everyone Digital – Reviewed March 2026