



If working with a person with communication difficulties, please fold down the dotted line in the middle of the page.

### Simplified Privacy Policy

### Legal Privacy Policy

#### Welcome to Communicourt

- Here on the left you will find our simplified privacy policy
- It explains how your data will be used and looked after.
- The legal policy on the right explains each point in more detail.
- We last updated this policy in June 2018.

#### Who are we?

Our address if you need it is:

Communicourt Ltd  
Trigate  
210-222 Hagley Road West  
Oldbury  
West Midlands  
B68 0NP

#### What information will we collect?

- In order to provide a service, we collect certain information when we are working with you. We may ask for some of your personal information so that we can do our job.
- We might ask for your name, your date of birth or your gender.
- If you are a client, we will delete this information 5 years after we have finished working with you

#### Welcome to Communicourt

*Welcome to the website of Communicourt Ltd ("Communicourt", "We", "us", and/or "our"). This website is operated by Communicourt and has been created to provide information about our company and provide a platform for submitting referrals to our service visitors ("You", "Your"). This privacy policy sets out Communicourt's policy with respect to information including 'personal data' and any other information that is collected from visitors to the site and users of the any service provided by us.*

*This policy was last updated in June 2018*

#### Communicourt's Contact Information

Communicourt Ltd  
Trigate  
210-222 Hagley Road West  
Oldbury  
West Midlands  
B68 0NP

#### Information We Collect

*When you interact with us through the Services, we may collect Personal Data and other information from you, as further described below:*

*Personal Data That You Provide Through the Services: We collect Personal Data from you when you voluntarily provide such information, such as when you contact us with inquiries, submit a referral for assessment, respond to one of our surveys, ask for details on our services and also when working with an intermediary face to face.*

*By voluntarily providing us with Personal Data, you are consenting to our use of it in accordance with this Privacy Policy.*

*The Personal Data which we collect will be collected as it is necessary for us to carry out our service. If you provide Personal Data to the Services, you acknowledge and agree that such Personal Data may be transferred from your current location to the offices and servers of Communicourt Ltd.*

*The Personal data that you provide will be stored whilst we provide the service as agreed and for 5 years from the last date*

### **Who will you share my information with?**

- Communicourt won't sell or rent your personal information to someone else.
- We only use your personal information to provide an intermediary service
- This is what our business does.
- If we are going to use your personal information for any other reason, we will tell you first.
- Our IT team have access to your personal information
- They help us keep your personal information safe.

### **Individual rights under GDPR**

- Under the General Data Protection Regulation, you have rights as an individual.
- These are listed on the right.
- If you have any questions you can contact the 'Information Commissioners Office' on 0303 123 1113

*on which a service was provided. Upon completion of 5 years from this date, your personal data will be erased.*

*You can contact our admin team at [admin@communucourt.co.uk](mailto:admin@communucourt.co.uk) should you require us to erase your personal data earlier than this date. However, this may mean that our service cannot be provided in full.*

### **Sharing your personal data**

*Communicourt Ltd will not sell or rent to any third party any of the personal data that you provide to us. We use the Personal Data you provide in a manner that is consistent with this Privacy Policy. If you provide Personal Data for a certain reason, we may use the Personal Data in connection with the reason for which it was provided. For instance, if you contact us by email, we will use the Personal Data you provide to answer your question or resolve your problem. Also, if you provide Personal Data in order to access a Communicourt Ltd service, we will use your Personal Data to provide you with such services and to monitor your use of such services. Communicourt may also use your Personal Data and other personally non-identifiable information collected through the Services to help us improve the content and functionality of the Services, to better understand our users and to improve the Communicourt Services. Communicourt may use this information to contact you in the future to tell you about services we believe will be of interest to you. If we do so, each communication we send you will contain instructions permitting you to "opt-out" of receiving future communications. In addition, if at any time you wish not to receive any future communications or you wish to have your name deleted from our mailing lists, please contact us as indicated below.*

*If Communicourt intends on using any Personal Data in any manner that is not consistent with this Privacy Policy, you will be informed of such anticipated use prior to or at the time at which the Personal Data is collected.*

### **Third Party Data Sharing**

*Communicourt does not directly share your personal information with anyone else. Our ICT service providers have access to our servers and can therefore access personal data. They are contractually appointed to provide a service to us and need access to our data in order to protect the storage of any personal data.*

### **Cross Border transfers and on what basis?**

*Communicourt does not transfer data to any countries outside of the UK.*

### **Individual rights under GDPR**

*The GDPR provides the following rights for individuals:*

- *The right to be informed*
- *The right of access*
- *The right to rectification*
- *The right to erase*
- *The right to restrict processing*
- *The right to data portability*

### **Decision making**

- A person will decide if we are able to work with you
- A computer does not make that decision for us

### **Will you change the privacy policy?**

- We might change this document sometimes
- This is so that it is up to date.
- A copy will always be available on our website
- If you have any questions about how we use your personal information you can email us on [admin@communicourt.co.uk](mailto:admin@communicourt.co.uk)

- *The right to object*
- *Rights in relation to automated decision making and profiling.*

*More details on these rights can be found on the ICO (Information Commissioners Office) website or by calling 03031231113 (Local rate).*

### **Decision Making**

*There is not currently any automated decision making or logic involved when accepting or rejecting referrals. All decision making is currently done by human intervention.*

### **Changes to the privacy policy**

*We may amend this privacy policy from time to time to ensure it remains up-to-date and continues to reflect how and why we use your personal data. The current version of our privacy policy will always be posted on our website.*

*Any questions you may have in relation to this privacy policy or how we use your personal data should be sent to [admin@communicourt.co.uk](mailto:admin@communicourt.co.uk).*