

OwnLife Group Website Privacy Policy

Effective date: 17th March 2026

OwnLife Group (“Company”, “we”, “our”, or “us”) is committed to protecting your privacy and ensuring that your personal data is processed in a secure, lawful, and transparent manner. This Privacy Policy explains how we collect, use, and protect personal data from visitors and users of our website, including individuals who make enquiries or contact us online.

We process your personal data in accordance with the **General Data Protection Regulation (GDPR)**, the **Data Protection Act 2018**, and the **Privacy and Electronic Communications Regulations (PECR)**.

1. Information We Collect

We may collect the following types of personal data when you interact with our website:

- **Contact information:** name, email address, phone number, and postal address when you submit a contact form or enquiry.
- **Usage information:** IP address, browser type, pages visited, time spent on our website, and other technical information collected via cookies and analytics.
- **Other information you provide:** any personal information included in forms, emails, or other communications with us.

We do **not** knowingly collect sensitive personal data (such as health, sexual orientation, or financial information) through our website unless explicitly provided by you in the context of an enquiry.

2. How We Use Your Data

We use personal data for the following purposes:

- Responding to enquiries, requests, or feedback.
- Managing, maintaining, and improving our website and services.
- Complying with legal or regulatory obligations.
- Sending information about our services if you have provided consent.

3. Legal Basis for Processing

We process personal data under one or more of the following lawful bases:

- **Consent:** where you have agreed to receive communications from us.
- **Contractual necessity:** where processing is necessary to respond to your enquiry or provide requested services.

- **Legal obligation:** where required to comply with statutory duties.
- **Legitimate interests:** to maintain and improve our website, protect our organisation, and communicate responsibly with visitors.

4. Cookies and Website Tracking

Our website uses cookies and similar technologies to improve user experience, analyse website usage, and deliver relevant content.

- **Strictly necessary cookies:** essential for website functionality and cannot be disabled.
- **Performance, functional, and marketing cookies:** require your consent before placement.

You can manage your cookie preferences through the website banner or your browser settings. For more information, please see our **Cookies Policy [link]**.

5. Sharing Your Data

We will only share your personal data with third parties when necessary and lawful:

- **Service providers:** companies that help us manage our website, IT systems, or communications. They are contractually obliged to process your data securely and only for the purposes specified by OwnLife.
- **Legal or regulatory authorities:** when required by law.
- **Other parties with your consent:** if you specifically request services or information that requires sharing your data.

We will **never sell or rent your personal data** to third parties.

6. Data Security

We take appropriate technical and organisational measures to protect your personal data from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

If a data breach occurs that is likely to result in a high risk to your rights or freedoms, we will notify affected individuals and the Information Commissioner's Office (ICO) without undue delay.

7. Data Retention

We retain personal data only as long as necessary for the purposes outlined in this policy, to comply with legal obligations, or to enforce our agreements.

Approximate retention periods:

- Contact form enquiries: 12 months

- Analytics data: 24 months
- Marketing consent records: duration of consent

After these periods, data will be securely deleted or anonymised.

8. Your Rights

Under GDPR, you have the following rights regarding your personal data:

- **Right of access:** request a copy of the data we hold about you.
- **Right to rectification:** correct any inaccurate or incomplete data.
- **Right to erasure:** request deletion of your data when no longer necessary.
- **Right to restrict processing:** limit how your data is used.
- **Right to object:** oppose processing based on legitimate interests.
- **Right to data portability:** receive your data in a structured, machine-readable format.
- **Right to withdraw consent:** withdraw consent at any time where processing is based on consent.

Requests are **free of charge**, unless they are excessive, repetitive, or manifestly unfounded.

To exercise your rights, contact our **Data Protection Officer** (see below). You may also contact the ICO: <https://ico.org.uk>.

9. International Transfers

We do **not transfer personal data outside the European Economic Area (EEA)**.

10. Children's Privacy

Our website is **not directed at children under 13**, and we do not knowingly collect personal data from children. If we become aware that we have inadvertently collected personal data from a child, we will delete it immediately.

11. Changes to this Policy

We may update this Privacy Policy from time to time. The "effective date" will be updated when changes are made. Please check periodically for updates.

12. Contact Information

If you have questions about this Privacy Policy or how we handle your personal data, you can contact our Data Protection Officer: **Tanya Hastings, Director**

Email: info@ownlife.org.uk

Should we also have this in a banner?:

Cookie Banner Text

We use cookies

OwnLife Group uses cookies and similar technologies to improve your experience, analyse site usage, and deliver relevant content.

By clicking “**Accept All Cookies**”, you consent to the use of all cookies.

[Accept All Cookies] **[Manage Preferences]**

Optional “Manage Preferences” Panel

When users click **Manage Preferences**, let them toggle cookies by category:

Category	Description	Always Active?
Strictly Necessary	Essential for website operation	<input checked="" type="checkbox"/>
Performance & Analytics	Track website usage to improve functionality	<input type="checkbox"/>
Functional	Remember your preferences and enhance experience	<input type="checkbox"/>
Marketing & Advertising	Track activity for personalised advertising	<input type="checkbox"/>

Users should be able to **save their selections**, and non-essential cookies must **not be set until consent is given**.