



Privacy Policy

Introduction, Purpose and Scope

Preservation of your privacy and data protection is very important to Love Squared and we are committed to letting you know how we use your personal information and to making only responsible use of your data.

References to “we”, “us”, “you” or “our” in this Privacy Policy are references to the Love Squared a charity company limited by guarantee registered in England and Wales, registered company number: 08977922 and registered charity number: 1198464

1. Information about you

1.1 We will collect personal information from you when you or your organisation enquire about our activities, or subscribe to one of our services. This may include your name, title, email address, physical address, and telephone numbers. We may also ask for further personal and sensitive information about education and health needs in the legitimate interests of being able to provide high quality service provision to meet your needs.

We might also collect personal information from you such as your name, title, and email address, if you make a donation to us to support our vital work supporting children and families with social, emotional, and mental health needs. If you make a donation to us, we do not store your personal and card details, these are collected by third party payment processors who specialise in secure online capture and secure processing of payments.

2. Our use of this information

2.1 Your personal information will be used to process your requests, to provide you with our services so we can meet your needs, and to provide you with information relating to our services and all other services that we think you may be interested in.

2.2 We do not share your personal information with any third parties outside our organisation except with your permission and where it is agreed that this is needed to ensure services to meet your needs. The only exception is where there are concerns about risk to yourself or others. We will never sell your data.



2.3 We would also sometimes like to stay in touch with you about the vital work that we do supporting children and families and opportunities to support us, or because we think you might be interested in this work. We will only do this where we have a relationship with you because you have used our services, and where we think it might be of legitimate and genuine interest to you.

3. Security

3.1 We will take all reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2 Communications in connection with this service may be sent by email. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. Email unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.

3.3 We only store your personal data for as long as you are engaging in a relationship with us because we are providing you with services or because we are keeping in touch with you about your wellbeing, and needs and welfare. We then store this data for two years after a relationship has ceased in case you need us again, but then unless there is a need to store data in order to protect you or others, the data will be deleted and any identifiers will be anonymised.

3.4 Whilst extensive steps have been taken to protect personal information, no security measures are wholly impenetrable and Love Squared cannot guarantee against malicious forms of data interception/misuse by third parties.

4. Cookies

4.1 If cookies are used they will only be used to assist the purposes set out in this privacy policy, but cookies will not be used if we do not consider them to be necessary.

5. Other information

5.1 If you would like us to correct or update any information, or if you would like your personal information deleted from our records, or you would like a copy of the data we hold, then please email us at: maddie@lovesquared.org.uk

5.2 This privacy policy may be updated from time to time, so please check it periodically.

5.3 Since we handle sensitive data as well as personal data we have a data controller (DPO).



Signed: Essi Pentti

Last Reviewed: April 2025

Next Review: April 2026