THE CHILD WE SEE

Privacy Policy

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1. Who I am

Nicole Henry, trading as The Nicole Henry, 107 Cobham Road, London, IG3 9JL, is responsible for your personal information in The Child We See. Contact: nh@thenicolehenry.com.

2. What I collect

About	Information
Website visitors who sign up	Name and email address, given through the free printable or sign-up forms on thenicolehenry.com
Parents	Name, email, phone, country and time zone, payment details, application answers, Parent Circle posts and attendance
Children	First name, date of birth, school year, home door number and postcode or zip code (for safeguarding), username, chosen picture, background and health information from the application, check-ins, journals, drawings, voice notes, and session notes and progress
Everyone	Basic technical information such as device type and sign-in times, used to keep the portal secure

Information about your child's mental health is **special category (sensitive) data** and receives the highest level of protection.

3. Why I use it and on what basis

Purpose	Legal basis
Assessing applications and providing the programme	To deliver our agreement, and your explicit consent for health information
Keeping children safe	Legal duty and protecting a child's vital interests
Taking payments and keeping financial records	To deliver our agreement and legal duty
Sending reminders and programme updates	To deliver our agreement
Marketing emails, such as the free printable and its follow-up emails, and news about future cohorts	Your consent, which you can withdraw at any time

4. Who I share it with

I never sell your information. I share it only with:

- trusted providers who help run the programme: Vercel (website hosting), Namecheap (portal hosting), MailerLite (email sign-ups and newsletters), Stripe (payments), Microsoft Teams (sessions) and Outlook (email), under terms that protect your data;
- my clinical supervisor, without names or identifying details;
- child protection services, police or emergency services, when needed to keep a child safe, as set out in the Safeguarding Policy;

- anyone else where the law requires it.

Parents do not see their child's check-ins, journals or session notes.

5. Where it is stored

All information is stored digitally on a secure, encrypted cloud storage system. I do not keep paper records. If information is stored or transferred outside the UK, I make sure appropriate legal safeguards are in place.

6. How long I keep it

Information	Kept for
Children's therapy records and safeguarding records	5 years
Applications not offered a place	6 months
Financial records	5 years after the relevant UK tax return deadline
Marketing list	Until you unsubscribe

7. Your rights

Depending on where you live, you have the right to:

- see the information I hold about you or your child;
- correct anything that is wrong;
- ask me to delete or restrict it, unless I must keep it by law or for safeguarding;
- receive a copy in a format you can take elsewhere;
- withdraw consent at any time;
- complain to the Information Commissioner's Office (ICO), the UK's data protection regulator.

To use any of these rights, email nh@thenicolehenry.com. I will respond within one month.

8. Children's privacy

I explain to children and young people, in words suitable for their age, what happens to what they share and when I might need to tell someone. Older young people may be able to make their own requests about their information.

9. Keeping it safe

All information is encrypted, my admin account uses two-factor sign-in, access to children's records is logged, and only I can see clinical and safeguarding records.

10. Cookies

The portal uses only the cookies needed for it to work, such as keeping you signed in.

11. Changes

I will tell you about any important change to this policy by email.