

Xpact Privacy Policy

1. Introduction

Xpact is committed to protecting the privacy and personal data of everyone we work with — including young people, parents, carers, staff, and professionals.

This Privacy Policy explains what personal information we collect, how we use it, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our services or website, you agree to the terms of this Privacy Policy.

2. Who We Are

Xpact Ltd, Globe House, Eclipse Park, Sittingbourne Road, Maidstone, Kent, ME14 3EN

Registered in England and Wales

Email: info@xpactforimpact.co.uk

Company number: 16801370

Xpact provides mentoring and wellbeing services for children, young people, and adults. We are the “data controller” for the information we collect.

3. What Information We Collect

We may collect and process the following types of personal data:

- Basic information: name, date of birth, contact details.
- Parent/carer information: name, relationship, contact details.
- Referral and background details: reason for support, relevant educational or social care information.
- Session data: notes or reports from mentoring sessions.
- Professional information: where we liaise with schools, LAs, or other agencies.
- Website information: limited technical data such as IP address and browser type (for website analytics and security).

We only collect the information necessary to deliver our services safely and effectively.

4. How We Use Your Information

We use personal data for the following purposes:

- To deliver mentoring, support, and assessment services.
- To communicate with parents, carers, and professionals involved in a young person's care.
- To maintain accurate service records.
- To produce anonymised reports on outcomes and service impact.
- To meet legal and safeguarding obligations.
- To respond to enquiries or feedback.
- To manage staff, contractors, and volunteers.

We will not use your information for marketing or unrelated purposes without your explicit consent.

5. Lawful Basis for Processing

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

- Consent – when you agree for us to use your information for a specific purpose.
- Contract – when processing is necessary to deliver our service to you.
- Legal obligation – to comply with safeguarding, health and safety, or other legal duties.
- Vital interests – when necessary to protect someone from serious harm.
- Legitimate interests – when processing is required to operate our service responsibly and securely.

6. How We Store and Protect Your Information

We take data security seriously.

- All personal data is stored securely using encrypted systems.
- Access is restricted to authorised staff and mentors only.

- We regularly review our data protection practices and provide staff training.
- We only retain information for as long as necessary and in line with our retention schedule.

For more information, please see our Data Protection & GDPR Policy.

7. Sharing Information

We may share information with:

- Parents, carers, and professionals directly involved in a young person's support (with consent where appropriate).
- Local authorities, schools, or health/social care partners as required by contract or safeguarding duties.
- External professionals (such as psychologists or therapists) when collaboration is needed for the young person's care.
- Regulatory or legal authorities where disclosure is required by law.

We never sell or trade personal data.

8. Your Rights

Under UK GDPR, you have the right to:

- Access a copy of your data.
- Request correction of inaccurate information.
- Request deletion of your data ("right to be forgotten").
- Restrict or object to certain processing.
- Withdraw consent at any time.
- Complain to the Information Commissioner's Office (ICO) if you believe your data has been mishandled.

You can contact us to exercise any of these rights at info@xpactforimpact.co.uk

9. Cookies and Website Data

Our website uses cookies for basic functionality and anonymous analytics to understand how visitors use our site.

You can control cookie preferences through your browser settings.

10. Updates to This Policy

We review and update this Privacy Policy regularly to reflect changes in our practices or legal requirements.

The latest version will always be available on our website.

Contact Us

If you have any questions about this Privacy Policy or how we handle personal data, please contact:

info@xpactforimpact.co.uk

Policy Owner: E Collins

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