

# Privacy Policy Mentor Connect

Website: [www.mentorconnect.org.uk](http://www.mentorconnect.org.uk)

Email: [info@mentorconnect.org.uk](mailto:info@mentorconnect.org.uk)

Registered Office: Birch Park Community Hub, 83 Birchover Road, Nottingham, NG8 4BW

**Effective Date:** 9 April 2026

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## 1. Introduction

Mentor Connect (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect personal data when you:

- Visit our website ([www.mentorconnect.org.uk](http://www.mentorconnect.org.uk))
- Enquire about our mentoring services
- Participate in our mentoring programme
- Contact us via email or other communication channels
- Engage with us as a mentor, parent/guardian, school partner, or community partner

We process personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

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## 2. Who We Are

Mentor Connect provides structured, personalised one-to-one mentoring for young people aged 11–18. We support young people in building confidence, resilience, improving academic outcomes, and making informed decisions about their future.

For the purposes of data protection law, Mentor Connect is the **Data Controller** of the personal data we collect and process.

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

 Email: [info@mentorconnect.org.uk](mailto:info@mentorconnect.org.uk)

 Address: Birch Park Community Hub, 83 Birchover Road, Nottingham, NG8 4BW

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## 3. The Personal Data We Collect

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

### 3.1 Young People (Mentees)

- Full name
- Date of birth and age
- Address
- School details
- Contact details (where appropriate)
- Parent/guardian contact information
- Academic information
- Information relating to wellbeing and personal development
- Safeguarding information (where required)
- Session notes and mentoring progress records

### **3.2 Parents/Guardians**

- Full name
- Contact details (phone number, email, address)
- Relationship to the young person
- Consent forms and communications

### **3.3 Mentors**

- Full name
- Contact details
- Employment history and qualifications
- DBS check information
- References
- Training records
- Safeguarding declarations
- Bank details (where applicable for payments)

### **3.4 Website Visitors**

- Contact information submitted through contact forms
  - Email correspondence
  - Basic technical information such as IP address, browser type, and pages visited (via cookies, where applicable)
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## **4. How We Collect Personal Data**

We collect data in the following ways:

- Through website contact forms
  - Via email or telephone communication
  - During registration and onboarding processes
  - Through schools and community referrals
  - During mentoring sessions and assessments
  - Through consent forms completed by parents/guardians
  - Through mentor recruitment processes
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## **5. How We Use Personal Data**

We use personal data for the following purposes:

### **5.1 Delivering Our Mentoring Services**

- Matching young people with appropriate mentors
- Delivering structured one-to-one mentoring
- Monitoring progress and outcomes
- Providing emotional and wellbeing support
- Maintaining safeguarding records

## 5.2 Communication

- Responding to enquiries
- Communicating with parents, schools, and partners
- Providing updates regarding mentoring sessions

## 5.3 Safeguarding and Compliance

- Meeting our safeguarding obligations
- Complying with legal and regulatory requirements
- Managing risk and ensuring the safety of young people

## 5.4 Recruitment and Administration

- Processing mentor applications
  - Conducting background checks
  - Managing training and compliance records
  - Internal record keeping and reporting
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## 6. Legal Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Consent** – where parents/guardians provide consent for mentoring services and data processing.
- **Contract** – where processing is necessary to deliver mentoring services.
- **Legal Obligation** – for safeguarding, child protection, and regulatory compliance.
- **Legitimate Interests** – to operate and improve our services, provided these interests do not override individual rights.
- **Vital Interests** – where processing is necessary to protect someone's life or safety.

Where we process special category data (e.g., health or safeguarding information), we do so in accordance with safeguarding and child protection obligations under UK law.

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## 7. Sharing Personal Data

We treat all personal data with strict confidentiality. We may share information only where necessary and lawful, including:

- With schools (where appropriate and consented)
- With parents/guardians
- With safeguarding authorities if required
- With regulatory or law enforcement bodies where legally required
- With trusted service providers (e.g., IT or administrative support), under strict data processing agreements

We do **not** sell personal data to third parties.

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## 8. Data Security

We are committed to ensuring that personal data is secure. We implement appropriate technical and organisational measures, including:

- Secure storage systems
  - Password-protected files and devices
  - Restricted access to sensitive data
  - Secure email and communication practices
  - Staff training on data protection and safeguarding
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## 9. Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, including safeguarding and legal obligations.

Retention periods vary depending on the nature of the data, but generally:

- Mentoring records are retained in line with safeguarding guidance.
- Mentor recruitment records are retained in accordance with employment and safeguarding requirements.
- General enquiries are retained for administrative purposes and then securely deleted.

When data is no longer required, it is securely deleted or destroyed.

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## 10. Cookies and Website Data

Our website may use cookies to improve user experience and monitor website performance. Cookies collect limited technical data such as:

- IP address
- Browser type
- Pages visited

You can control or disable cookies through your browser settings.

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## 11. Your Data Protection Rights

Under UK GDPR, individuals have the following rights:

- **Right to Access** – Request a copy of the personal data we hold about you.
- **Right to Rectification** – Request correction of inaccurate or incomplete data.
- **Right to Erasure** – Request deletion of data (subject to safeguarding and legal obligations).
- **Right to Restrict Processing** – Request limited use of your data.
- **Right to Data Portability** – Request transfer of your data to another organisation.
- **Right to Object** – Object to certain types of processing.

To exercise your rights, please contact us at [info@mentorconnect.org.uk](mailto:info@mentorconnect.org.uk).

We may require proof of identity before responding to requests.

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## 12. Safeguarding and Confidentiality

Due to the nature of our mentoring services, confidentiality is fundamental. However, confidentiality may be overridden where there is:

- A safeguarding concern
- Risk of harm to a young person or others
- A legal obligation to disclose information

In such cases, we will act in accordance with safeguarding policies and relevant legislation.

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## 13. Children's Data

We provide services to young people aged 11–18. We only process children's personal data:

- With appropriate parental/guardian consent (where required)
- In line with safeguarding legislation
- For the purpose of delivering mentoring and support services

We take extra care to protect children's information.

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## 14. Complaints

If you are concerned about how we handle your personal data, please contact us first so we can resolve the issue.

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO):

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Website: [www.ico.org.uk](http://www.ico.org.uk)

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## 15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect legal, regulatory, or operational changes. The latest version will always be available on our website.

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## 16. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact:

 [info@mentorconnect.org.uk](mailto:info@mentorconnect.org.uk)

 Birch Park Community Hub, 83 Birchover Road, Nottingham, NG8 4BW

 Office Hours: Monday – Friday, 10am – 4pm

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