

## **MOTIVATIONAL MAPS LIMITED PRIVACY POLICY**

### **HOW WE USE YOUR INFORMATION**

This privacy policy tells you what to expect when Motivational Maps Limited collects personal information.

It applies to information we collect about people who use our services, for example: Motivational Map practitioners, clients, and end users (end users are defined as individuals who receive map passwords to complete a Motivational Map) as well as individuals or organisations who visit [www.motivationalmaps.com](http://www.motivationalmaps.com)

### **THE INFORMATION WE COLLECT**

On the public website you can book events and request contact and further information about our products and services. The types of personal information collected at these pages are:

- Name
- Email address
- Telephone

On the Motivational Maps admin website it is possible to submit information about other people. For example, if you are a map practitioner or a client, and you set up map passwords online and want it sent directly to the recipient, you will need to submit the recipient's email address. In this circumstance, the types of personal information collected are:

- Name
- Email address

On the admin website we also collect information about gender (male, female, prefer not to say) and the organisation name plus department and team. This information is used to support the delivery of the Motivational Map reports. In addition we request age, job title, industry sector and country of residence – this information is only used for our own research purposes and once collected it is anonymised.

### **THE WAY WE USE INFORMATION**

We use the information you provide about yourself or provided by your organisation only to complete an individual, team or organisational report. We do not share this information with outside parties except to the extent necessary to complete the delivery of a project for an individual, team or organisation.

Information provided to us to create a record is only used for that purpose, and it is only disclosed to the person receiving the map password, the map practitioner and, where necessary/agreed, the team or organisation. Records are visible to practitioners and their 'parent practitioner' in order to provide technical support if necessary.

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

## **PEOPLE WHO USE MOTIVATIONAL MAPS SERVICES**

We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested. This applies to Motivational Maps practitioners, their clients and their end users.

Motivational Map passwords are issued to people who have requested them or to employees of organisations who have requested them to be provided for their employees. In most cases this requires some personal information in order for the process to be successful.

## **YOUTH MAP PROCESS**

1. A Motivational Maps/Youth Maps practitioner will request permission from the parent/guardian for a student to complete a Map. Permission may be sought by the practitioner or if a school/organisation is running the project, a member of staff will seek the parent/guardians permission.

1b. A Motivational Maps/Youth Maps practitioner will normally (in the case of individual maps) enter the parent's email address into the system for the link access code to be sent directly to the parent.

1c. Where schools/organisations are running a project the school/organisation may use an intranet to distribute the codes to their students; alternatively, codes may be sent to the form teacher.

1d. Schools/organisations/Map Practitioners should have a clear understanding of how to use the fields available within the admin – it is possible to avoid using names if that is preferred.

2. Once passwords are issued the individual uses the link and password to enter a portal to access the Youth Motivational Map questions. Additional information may be requested at this point.

3. Once the questions have been answered a report is generated. A Motivational Map/Youth Map practitioner or client manager must log on to the admin system to retrieve copies of the reports. Practitioners are advised that they do not normally email copies of the reports directly to the students or their parents/guardians until feedback is given in the previously agreed manner

4. This data can also be combined with other data to create group reports.

5. This data can be seen by a Motivational Map/Youth Map practitioner (and their parent practitioner).

The information you provide will only be used for the purpose of processing your Motivational Map.

We do not share any of the information provided, with any third parties for marketing purposes or store any information outside of the European Economic Area. The information provided will be held securely by Motivational Maps and/or our data processors (Motivational Maps practitioners).

We use the contact details provided to send a Motivational Map password. We use the information provided to process a Motivational Map report and return it to an end user if applicable.

## **WHAT INFORMATION DO WE ASK FOR, AND WHY?**

We collect information we need to fulfil our stated purposes and will not retain it for longer than is necessary.\*

We ask you for your personal details including name, email address (can be optional), gender (can choose 'prefer not to say') – organisation and department. There are some other fields which are voluntary and can help us create useful statistics

[We are initiating a process for anonymising all personal data after a period of 3 years this will be fully functional before the end of 2018](#)

## **INDIVIDUAL RIGHTS**

You have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly>

## **COMPLAINTS OR QUERIES**

Motivational Maps Limited tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. If you want to make a complaint about the way we have processed your personal information, you can contact us at [info@motivationalmaps.com](mailto:info@motivationalmaps.com)

## **PEOPLE WHO MAKE A COMPLAINT TO US**

If we receive a complaint from a person we will make up a file containing the details of the complaint. This could contain the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide. It is likely we will have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle. Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

## **ACCESS TO PERSONAL INFORMATION**

Motivational Maps Limited tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by putting the request in writing by email to [info@motivationalmaps.com](mailto:info@motivationalmaps.com). We require 14 days to respond to this request.

If we do hold information about you we will:

give you a description of it;

tell you why we are holding it;

tell you who it could be disclosed to; and

let you have a copy of the information in an intelligible form.

To make a request to Motivational Maps Limited for any personal information we may hold you need to put the request in writing by email to [info@motivationalmaps.com](mailto:info@motivationalmaps.com). We use this procedure to better safeguard your information. We require 14 days to respond to this request. We may first advise you to contact your Motivational Maps practitioner or your organisation.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone or by email.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting [info@motivationalmaps.com](mailto:info@motivationalmaps.com). We require 14 days to respond to this request. We may first advise you to contact your Motivational Maps practitioner or your organisation.

You can correct factual errors in your personally identifiable information by sending us a request that credibly shows error. We may first advise you to contact your Motivational Maps practitioner or your organisation.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

## **DISCLOSURE OF PERSONAL INFORMATION**

In most circumstances we will not disclose personal data without consent. However there are some circumstances where we can pass on personal data without consent

for example, to prevent and detect crime and to produce anonymised statistics;

our instructions to staff on how to collect, use and delete personal data; and

how we check that the information we hold is accurate and up to date.

## **LINKS TO OTHER WEBSITES**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## **VISITORS TO OUR WEBSITES**

When someone visits [www.motivationalmaps.com](http://www.motivationalmaps.com) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

## **USE OF COOKIES BY MOTIVATIONAL MAPS LIMITED**

What are cookies?

Cookies are small text files containing a string of characters that can be placed on your computer or mobile device that uniquely identify your browser or device.

What are cookies used for?

Cookies allow a site or services to know if your computer or device has visited that site or service before. Cookies can then be used to help understand how the site or service is being used, help you

navigate between pages efficiently, help remember your preferences, and generally improve your browsing experience. Cookies can also help ensure marketing you see online is more relevant to you and your interests.

What types of cookies exist?

There are generally four categories of cookies: “Strictly Necessary,” “Performance,” “Functionality,” and “Targeting.” You can find out more about each cookie category below.

1. **Strictly Necessary Cookies.** These cookies are essential, as they enable you to move around the Service and use its features, such as accessing logged in or secure areas.
2. **Performance Cookies.** These cookies collect information about how you have used the Service, for example, information related to the unique username you have provided, so that less strain is placed on backend infrastructure. These cookies may also be used to allow a website to know that you have logged in so that it can serve you fresher content than a user who has never logged in.
3. **Functionality Cookies.** These cookies allow for a website to remember how you’re logged in, whether you chose to no longer see advertisements, whether you made an edit to an article on the Service while logged out, when you logged in or out, the state or history of Service tools you’ve used. These cookies also allow for the Service to be tailored to provide enhanced features and content for you and to remember how you’ve customized the Service in other ways. The information these cookies collect may be anonymous, and they are not used to track your browsing activity on other sites or services.
4. **Targeting Cookies.** Third party partners may use these types of cookies to deliver advertising that is relevant to your interests. These cookies can remember that your device has visited a site or service, and may also be able to track your device’s browsing activity on other sites or services. This information may be shared with any other organizations, such as advertisers and/or advertising networks to deliver the advertising, and to help measure the effectiveness of an advertising campaign, or other business partners for the purpose of providing aggregate Service usage statistics and aggregate Service testing.

What types of cookies does Motivational Maps use?

Motivational Maps uses “Strictly Necessary”, “Performance” and “Functionality” cookies, however as a non-logged in user you will only ever receive a “Strictly Necessary” cookie.

How long will cookies stay on my device?

The length of time a cookie will stay on your computer or mobile device depends on whether it is a “persistent” or “session” cookie. Session cookies will only stay on your device until you stop browsing. Persistent cookies stay on your computer or mobile device until they expire or are deleted. Motivational Maps will only create session cookies, unless otherwise stated.

First and third party cookies

First-party cookies are cookies that belong to Motivational Maps, third-party cookies are cookies that another party places on your device through our Service. You will only ever receive first-party cookies when browsing the Motivational Maps website.

## **WEBSITE SECURITY**

Our admin website and access portals all have SSL certificates.

Our websites are hosted by 1&1, from a data centre located in the EU. 1&1 maintain a state of the art facility with appropriate levels of physical, technical and environmental security.

1&1 Internet Limited. Company registration no. 03953678.

Registered in England and Wales.

Registered office: Discovery House, 154 Southgate Street, Gloucester GL1 2EX United Kingdom VAT no. 752539027

## **EMAIL PROVIDER**

Emails are delivered via Postmark.

What has Postmark done to comply with GDPR?

“Our compliance, data protection, and information security teams all worked to prepare our services for GDPR. We reviewed our data processing activities, and made any changes that was needed in advance of the GDPR effective date.”

For full details on Privacy Shield, GDPR and Data Processing Addendum please follow this link

<https://postmarkapp.com/eu-privacy#summary>

## **IT CONSULTANT**

Motivational Maps has completed ‘due diligence’ on their IT Consultant – an appropriate contract is in place and evidence provided of suitable professional indemnity.

## **CHANGES TO THIS PRIVACY POLICY**

We keep our privacy notice under regular review. This privacy notice was last updated on 30<sup>th</sup> April 2018

## **HOW TO CONTACT US**

Email [info@motivationalmaps.com](mailto:info@motivationalmaps.com)