



Supporting families  
navigating ALN  
across Wales  
Cefnogi teuluoedd  
ledled Cymru

[learnwithoutlimitscic.org](http://learnwithoutlimitscic.org)

## Privacy & Data Protection Policy Learn Without Limits CIC

Version: v0.01

Last reviewed: January 2026

Next review due: March 2026

### 1. Purpose of This Policy

Learn Without Limits CIC is committed to handling personal data responsibly, transparently, and proportionately.

This policy explains what data we collect, why we collect it, how it is used and shared, how it is protected, and the limits of our capacity and role.

Our approach to data protection is shaped by our mission to reduce crisis-driven demand on families and informal advocacy networks through preventative tools and guidance.

### 2. Organisational Purpose and Capacity

Learn Without Limits CIC exists in response to an overwhelming and unsustainable level of unmet need experienced by families navigating education, disability, and tribunal systems. Demand for crisis advocacy significantly exceeds the capacity of existing statutory and voluntary support networks.

The organisation's primary mission is to reduce this demand through preventative guidance, digital tools, and system navigation support. This approach reduces reliance on crisis advocacy and minimises the need to collect and retain sensitive personal data wherever possible.

Advocacy support is offered on a capacity-limited and discretionary basis and is not guaranteed.

### 3. Scope of This Policy

This policy applies to website users, blog readers, community members, parents and carers, children and young people (via parents or carers), adults who may be vulnerable, volunteers, collaborators, and advocacy partners.

It applies to both online and offline activity delivered by Learn Without Limits CIC.

#### 4. What Personal Data We Collect

Depending on how you engage with us, we may collect names and contact details, email correspondence, messages submitted via forms or shared inboxes, community usernames and posts, safeguarding-related information, and advocacy-related documents where support is requested.

We collect only the minimum data necessary for the specific purpose involved.

#### 5. Casework and Advocacy Data

In some circumstances, Learn Without Limits CIC may hold case-related information where a parent, carer, or adult explicitly requests advocacy or tribunal-related support.

Casework support is time-limited, purpose-specific, and subject to capacity. Learn Without Limits CIC does not provide long-term case management, does not guarantee representation, and does not act as a substitute for statutory, legal, or professional services.

Where advocacy support cannot be taken on, personal data will not be retained beyond what is necessary to respond and signpost appropriately.

#### 6. Working Collaboratively With Advocacy Partners

Learn Without Limits CIC often works collaboratively with trusted advocacy partners, community administrators, and experienced parent advocates.

Where case information is shared, this is done with the knowledge and consent of the individual (or parent or carer), for a defined purpose, on a need-to-know basis, unless safeguarding concerns require escalation without consent.

Each organisation or advocate remains responsible for compliance with data protection law in relation to the data they hold.

#### 7. Lawful Basis for Processing Data

We process personal data under consent, legitimate interest, and legal obligation where safeguarding or legal duties apply.

#### 8. Special Category Data

Some information shared with us may constitute special category data. This is handled sensitively, accessed only where necessary, and not retained longer than required.

## **9. Anonymised Data and Service Improvement**

Learn Without Limits CIC may collect anonymised, non-identifiable data through its digital tools for service improvement, understanding patterns of unmet need, funding evaluation, and advocacy for systemic change.

Anonymised data does not identify individuals and cannot be linked back to a specific person or family.

## **10. How Data Is Stored and Protected**

Personal data is stored securely using appropriate technical and organisational measures, including secure devices, password protection, and limited access controls.

## **11. Data Accuracy**

We take reasonable steps to ensure that personal data is accurate and up to date.

## **12. Data Retention**

Case-related data is reviewed for deletion within 12 months of resolution unless safeguarding or legal reasons require longer retention.

## **13. Children and Young People**

Data relating to children is held via parents or carers. Parents and carers remain responsible for supervision during online engagement.

## **14. Your Rights**

You have rights under UK GDPR including access, correction, deletion where applicable, and objection to processing.

## **15. Safeguarding and Data Sharing**

Where there is a safeguarding concern, data may be shared with appropriate authorities without consent if necessary to protect an individual from harm.

## **16. Contact Details**

Email: support@learnwithoutlimits.org  
Organisation: Learn Without Limits CIC

## **17. Review**

This policy is reviewed regularly and updated as the organisation evolves.