



# Privacy and Cookies Policy

**Manara Training**

**Manara Training is the trading name of Manara Solutions Community Interest Company  
Company number: 16928514**

Version: 1.0

Date: 18 January 2026 Review date: 18 January 2027 Approved by:  
Directors, Manara Solutions CIC (trading as Manara Training)

# 1. Policy Statement

Manara Training is committed to protecting the privacy and personal data of everyone we work with, including website visitors, training participants, partner organisations, and stakeholders.

We recognise the importance of handling personal information responsibly and transparently. We are committed to complying with data protection legislation and ensuring that personal data is handled lawfully, fairly, and securely.

This policy explains how we collect, use, store, and protect personal data, and how individuals can exercise their rights.

# 2. Scope of the Policy

This policy applies to:

- Visitors to the Manara Training website
- Individuals who contact us via email or enquiry forms
- Participants attending Manara Training workshops or programmes
- Clients, partners, and commissioners
- Staff, associates, and trainers working on behalf of Manara Training

This policy applies to both online and offline data processing activities carried out by Manara Training.

## 3. Data Protection Principles

Manara Training processes personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are committed to ensuring that personal data is:

- processed lawfully, fairly, and transparently
- collected for specified and legitimate purposes
- limited to what is necessary
- accurate and kept up to date
- stored securely and for no longer than necessary
- handled in a way that ensures appropriate security and confidentiality

## 4. What Information We Collect and Why

### a) Website enquiries and contact forms

**We may collect:**

- name
- email address
- organisation name
- message content

**Purpose:**

To respond to enquiries, provide information about our services, and follow up where appropriate.

**Legal basis:**

Legitimate interest.

## **b) Training bookings and participation**

### **We may collect:**

- name
- contact detail
- organisation and role
- attendance record

### **Purpose:**

To manage bookings, deliver training, and meet contractual or safeguarding requirements.

### **Legal basis:**

Legitimate interest and contractual necessity.

## **c) Communications**

We may retain email correspondence where it is relevant to our work or ongoing relationship.

### **Purpose:**

To maintain accurate records and ensure effective communication.

# 5. Cookies and Website Analytics

## What are cookies?

Cookies are small text files that are placed on your device when you visit a website. They help websites function properly and provide information about how the site is used.

## How we use cookies

The Manara Training website uses:

- Essential cookies

These are necessary for the website to function correctly and cannot be switched off in our systems.

- Analytics cookies

These help us understand how visitors use our website so we can improve content, structure, and usability.

We do not use cookies for advertising purposes and do not track users across other websites.

## Managing cookies

You can control or delete cookies through your browser settings at any time. Please note that disabling some cookies may affect how the website functions.

# 6. Data Sharing and Storage

Manara Training does not sell, rent, or trade personal data.

We may share personal data with trusted third parties only where this is necessary to deliver our work effectively and lawfully. This may include:

- email and communication platforms
- booking or scheduling systems
- secure document storage providers
- professional advisers where required by law

All third-party providers are required to handle personal data securely and in accordance with data protection legislation.

Personal data is stored securely using appropriate technical and organisational measures to prevent unauthorised access, loss, or misuse.

We retain personal data only for as long as necessary for the purpose for which it was collected, after which it is securely deleted or anonymised.

# 7. Individual Rights

Under data protection law, individuals have rights in relation to the personal data that organisations hold about them.

These rights include the right to:

- request access to their personal data
- request correction of inaccurate or incomplete data
- request deletion of personal data where there is no lawful reason for it to be retained
- object to or restrict certain types of data processing

Requests to exercise these rights can be made by contacting Manara Training using the details set out at the end of this policy.

We aim to respond to all data protection requests promptly and in line with legal requirements.

# 8. Responsibilities

The Directors of Manara Training hold overall responsibility for ensuring compliance with data protection legislation and this policy.

All staff, associates, trainers, and anyone working on behalf of Manara Training are expected to:

- handle personal data responsibly and confidentially
- only access personal data where it is necessary for their role
- follow this policy and any related procedures
- report any data protection concerns or potential breaches promptly

Manara Training takes reasonable steps to ensure that anyone processing personal data on its behalf understands their responsibilities and receives appropriate guidance where required.

# 9. Related Policies

This policy should be read alongside the following Manara Training policies:

- Safeguarding Policy
- Code of Conduct
- Equality, Diversity and Inclusion Policy
- Health and Safety Policy

Together, these policies set out Manara Training's approach to safe, ethical, and responsible practice across all areas of our work.

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# 10. Review, Approval and Contact Details

This Privacy and Cookies Policy will be reviewed annually, or sooner if there are changes to legislation, regulatory guidance, or organisational practice.

For questions about this policy, or to make a data protection request, please contact:

## **Manara Training**

Email: info@manaratraining.co.uk

## Approval and Sign-off

The policy is approved by the Directors of Manara Solutions Community Interest Company, trading as Manara Training.

**Name:** Shereen Lawrence

**Role:** Director

**Signature:**

**Date:** 18/01/2026

**Name:** Bob Mugisha

**Role:** Director

**Signature:**

**Date:** 18/01/2026