



# GROUNDING FUTURES

GUIDING YOUR NEXT CHAPTER  
THROUGH REFLECTION

## GROUNDING NOTE

All policies below are written for: **Grounded Futures** Trading name of **AVJ Coaching and Consultancy Ltd** Company No. 16964022 Registered in England & Wales

## 1. WEBSITE PRIVACY NOTICE

**Introduction** This Privacy Notice explains how Grounded Futures collects, uses, and protects personal information when individuals visit the website or submit an enquiry. Grounded Futures complies with UK GDPR and is committed to protecting your privacy.

**Information We Collect** Grounded Futures may collect:

- Name
- Contact details
- Information submitted through the contact form
- Technical data such as IP address and browser type
- Website usage data (via cookies or analytics tools)

**How We Use Your Information** Information is used to:

- Respond to enquiries
- Provide information about services
- Improve website performance
- Meet legal and safeguarding obligations

## Legal Basis for Processing

- Consent
- Legitimate interests
- Legal obligation

**Sharing Your Information** Information is only shared when legally required, such as safeguarding concerns or statutory requests.

**Cookies and Analytics** The website may use cookies to improve performance. Visitors can adjust browser settings to refuse cookies.

**Your Rights** You have the right to access, correct, delete, or object to the use of your data.

**Contact** Questions about this notice can be submitted through the website contact form once live.

## 2. COOKIE POLICY

**What Are Cookies** Cookies are small files stored on your device to help websites function effectively and improve user experience.

### Types of Cookies Used

- Essential cookies (site functionality)
- Performance cookies (analytics)
- Preference cookies (remembering settings)

**How Cookies Are Used** Grounded Futures may use cookies to:

- Improve website performance
- Understand how visitors use the site
- Enhance user experience

**Managing Cookies** Visitors can disable cookies through browser settings. Disabling cookies may affect website functionality.

## 3. WEBSITE TERMS OF USE

**Acceptance of Terms** By using the Grounded Futures website, you agree to these Terms of Use.

**Purpose of the Website** The website provides information about Grounded Futures' services. It does not provide legal, therapeutic, or statutory advice.

**User Responsibilities** Users must:

- Use the website lawfully
- Not attempt to disrupt or misuse the site
- Not submit harmful or inappropriate content

**Intellectual Property** All content on the website is owned by Grounded Futures and may not be copied or reproduced without permission.

**External Links** Grounded Futures is not responsible for the content or privacy practices of external websites.

**Changes to Terms** Grounded Futures may update these terms at any time.

#### **4. WEBSITE DISCLAIMER**

**Nature of Information** Information on the website is for general guidance only. It is not statutory, therapeutic, legal, or clinical advice.

**No Professional Liability** Grounded Futures is a non-statutory, non-therapeutic service. Website content should not be used as a substitute for professional advice.

**Accuracy of Information** Grounded Futures aims to keep information accurate but cannot guarantee completeness or timeliness.

**Limitation of Liability** Grounded Futures is not liable for any loss arising from the use of website information.

#### **5. ONLINE SAFEGUARDING STATEMENT**

Grounded Futures is committed to promoting the safety and wellbeing of children, young people, and vulnerable adults. If safeguarding concerns arise through website enquiries, Grounded Futures will act in line with its Safeguarding Policy.

Grounded Futures may share information with statutory agencies where:

- A child or vulnerable adult is at risk
- A crime may have been committed
- Disclosure is required by law

The website is not an emergency service. If someone is at immediate risk, users must contact emergency services directly.

#### **6. ACCESSIBILITY STATEMENT**

Grounded Futures is committed to ensuring the website is accessible to all users.

##### **Accessibility Measures**

- Clear, simple language
- Compatible with screen readers
- Responsive design for mobile and desktop
- High-contrast text where possible

**Ongoing Commitment** Grounded Futures will continue improving accessibility and welcomes feedback through the website contact form.

## **7. CONTACT & COMMUNICATION POLICY**

**How to Contact Grounded Futures** All communication will be managed through the website contact form once live.

**Response Times** Grounded Futures aims to respond within reasonable working hours.

### **Professional Boundaries**

- Communication will remain professional
- Social media contact is not permitted
- Grounded Futures does not provide emergency support

## **8. DATA RETENTION NOTICE**

Grounded Futures retains personal data only as long as necessary to:

- Respond to enquiries
- Deliver services
- Meet legal or safeguarding obligations

Data is securely deleted when no longer required.

## **9. COMPLAINTS PROCEDURE (WEBSITE VERSION)**

Grounded Futures aims to provide a high-quality service. If you wish to raise a concern or complaint:

**Step 1:** Submit your concern through the website contact form. **Step 2:** Grounded Futures will acknowledge receipt within reasonable working hours. **Step 3:** Your concern will be reviewed and responded to promptly. **Step 4:** If safeguarding concerns are raised, they will be handled in line with the Safeguarding Policy.

Grounded Futures does not investigate statutory or safeguarding matters; these are referred to appropriate agencies.

## **10. POLICY REVIEW STATEMENT**

All website policies will be reviewed annually or sooner if:

- Legislation changes
- Guidance changes
- The nature of the service changes

- Website functionality changes