

Future Voices Ltd Privacy Notice

Introduction

Future Voices Ltd is committed to protecting the privacy and security of personal information.

This Privacy Notice explains how we collect, use, store, retain and share personal information when delivering our services, engaging associates, operating our website, and conducting our business activities.

Contact Details

Future Voices Ltd

Email: hello@futurevoices.co.uk

If you have any questions about this Privacy Notice or wish to exercise your data protection rights, please contact us using the details above.

Data Controller and Data Processor Roles

Future Voices Ltd may act as either a Data Controller or a Data Processor depending on the services being provided.

When we are the Data Controller

We act as a Data Controller when we determine how and why personal information is processed, including for:

- Managing client relationships;
- Responding to enquiries;
- Managing contracts and invoicing;
- Engaging associates and subcontractors;
- Operating our website;
- Marketing and business development activities.

When we are the Data Processor

In many cases, we process personal information solely on behalf of our clients and in accordance with their instructions.

Where this applies:

- The client remains responsible for determining how and why personal information is processed.

- Future Voices Ltd processes information only for the purposes authorised by the client.
- Individuals should refer to the relevant client's privacy information for details of that processing.

Information We Collect

Depending on the nature of our work, we may collect and process:

Client and Business Contact Information

- Names
- Job titles
- Email addresses
- Telephone numbers
- Postal addresses
- Organisation details

Service Delivery Information

- Records of meetings
- Project correspondence
- Reports and assessments
- Feedback and consultation responses
- Photographs or video recordings where relevant to service delivery
- Information provided by clients during projects

Associate and Subcontractor Information

- Names and contact details
- CVs and professional qualifications
- Employment and professional history
- Right to work documentation
- Identification documents
- DBS or other vetting information where required
- Payment and invoicing information

Financial Information

- Bank account details
- Invoices
- Payment records
- Financial transaction information

Website Information

When you visit our website, we may collect:

- IP address
- Browser information
- Device information
- Website usage information
- Cookie and analytics information

How We Use Personal Information

We may use personal information to:

- Deliver contracted services;
- Manage client relationships;
- Communicate with clients and stakeholders;
- Manage contracts and projects;
- Engage and manage associates and subcontractors;
- Process payments and invoices;
- Comply with legal and regulatory obligations;
- Protect children, young people and vulnerable adults where safeguarding concerns arise;
- Investigate complaints or concerns;
- Improve our services and website.

Lawful Bases for Processing

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

Contract

Processing is necessary to enter into or fulfil a contract with a client, associate, subcontractor, supplier or service user.

Examples include:

- Delivering services;
- Managing projects;
- Paying invoices;
- Engaging associates.

Legal Obligation

Processing is necessary to comply with legal obligations.

Examples include:

- Tax and accounting requirements;
- Fraud prevention;
- Safeguarding obligations;
- Regulatory requirements;

- Responding to lawful requests from public authorities.

Legitimate Interests

Processing is necessary for our legitimate business interests where these interests do not override individuals' rights and freedoms.

Examples include:

- Managing client relationships;
- Responding to enquiries;
- Business development activities;
- Managing our network of associates;
- Maintaining business records;
- Ensuring information security.

Consent

Where required, we will seek consent before processing information.

Examples may include:

- Certain website cookies;
- Use of photographs or recordings;
- Specific marketing activities.

Where consent is relied upon, it may be withdrawn at any time.

Special Category and Criminal Offence Data

Some projects may involve information relating to:

- Health;
- Disability;
- Safeguarding matters;
- Ethnic origin;
- Religious beliefs;
- Criminal convictions or offences;
- DBS checks.

Such information will only be processed where permitted by law and where an appropriate lawful basis and condition for processing exists.

DBS information will be handled in accordance with applicable legislation and the DBS Code of Practice.

Recruitment and Associate Engagement

Future Voices Ltd does not employ staff directly.

However, we recruit, engage and manage associates, subcontractors and consultants.

When considering individuals for associate opportunities, we may process:

- Contact details;
- Qualifications;
- Employment history;
- References;
- Right to work documentation;
- Identification documents;
- DBS and vetting information where appropriate.

Unsuccessful applications are normally retained for up to six months following a recruitment decision unless a longer retention period is agreed.

Who We Share Information With

We may share information where necessary with:

- Clients;
- Associates and subcontractors engaged on projects;
- Professional advisers;
- Accountants;
- Regulators and public authorities;
- Safeguarding partners;
- Emergency services;
- Organisations where disclosure is required by law.

We do not sell personal information.

Data Processors

We use trusted third-party providers to support our business operations, including:

- Wix (website hosting and online forms);
- Microsoft 365 (email, document management and cloud storage);
- Google Workspace services (email, cloud storage and collaboration tools);
- Carpenter Box Ltd (accountancy and financial services).

These providers process information on our behalf and are required to protect it appropriately.

International Transfers

Some of our service providers may process information outside the United Kingdom.

Where this occurs, we ensure that appropriate safeguards are in place in accordance with UK data protection legislation.

Information Security

Future Voices Ltd implements appropriate technical and organisational measures to protect personal information against accidental loss, unauthorised access, misuse, alteration or disclosure.

Measures may include:

- Access controls;
- Password protection;
- Multi-factor authentication;
- Secure cloud storage;
- Encryption where appropriate;
- Staff and associate confidentiality obligations.

How Long We Keep Information

We retain information only for as long as necessary for the purposes for which it was collected.

Typical retention periods include:

- Financial and accounting records: 6 years;
- Client contracts and project records: 6 years after completion;
- Associate and subcontractor records: 6 years after engagement ends;
- Recruitment records: 6 months after a recruitment decision;
- Website enquiries: 12 months.

Client information processed on behalf of clients is retained in accordance with client instructions and contractual requirements.

Further information is available in our Data Retention Schedule.

Your Rights

Under UK data protection law, you may have the right to:

- Access your personal information;
- Correct inaccurate information;
- Request deletion of information in certain circumstances;

- Restrict processing;
- Object to processing;
- Request transfer of your information;
- Withdraw consent where consent is relied upon.

Requests can be made by contacting hello@futurevoices.co.uk.

Complaints

If you have concerns about how we use personal information, please contact us first using the details above.

You also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.org.uk

Review of this Notice

This Privacy Notice will be reviewed periodically and updated where necessary to reflect changes in our services, legal obligations or processing activities.

Last Updated: June, 2026