DiscoverFest Privacy Policy

Last updated: 8 October 2026

1. Who We Are

DiscoverFest UK connects families with learning opportunities, activities, experiences, providers and, where available, work experience opportunities.

The website www.discoverfestuk.com is operated by the company trading as DiscoverFest UK, company number 17503302, registered in England.

For the activities described in this policy, we act as the data controller where we decide why and how personal information is used.

Privacy contact: info@discoverfestuk.com

We handle personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003 (PECR), as amended.

2. What This Policy Covers

This policy explains how we collect, use, store and share personal information when you:

- **Visit our website.**
- **Contact us or subscribe to updates.**
- **Register for a membership or submit a provider listing.**
- **Enquire about activities, events or learning opportunities.**
- **Apply for work experience support.**
- **Participate in a service or event we organise.**

Some features may not yet be available. The relevant provisions apply when you use those features.

Independent providers, employers and external websites may be separate data controllers. Their privacy notices explain how they handle information for their own services.

3. Information We Collect

Depending on your interaction with us, we may collect:

Contact information: Names, email addresses, telephone numbers and relevant correspondence.

Family and learning information: Information you provide about learning interests, age groups, educational needs and preferred opportunities.

Membership information: Registration details, account identifiers, membership status, preferences and support enquiries.

Provider and employer information: Business contact details, names and roles of representatives, listing information and correspondence.

Booking and payment information: Details needed to administer a service, event, invoice or payment, including transaction references. Payment information collected by a payment provider is subject to its own arrangements.

Work experience information: Information relevant to an application, such as a young person's name, age, interests, availability, CV, parent or carer contact details and placement records.

Technical information: Information processed through website systems, such as IP addresses, browser details, device information, cookie preferences and website usage, depending on the features enabled.

Marketing preferences: Subscription choices, consent records and unsubscribe or objection records.

We collect only information reasonably necessary for the relevant purpose.

4. Where Information Comes From

We collect information directly from you through forms, account registration, enquiries, applications, correspondence and use of our website.

We may also receive relevant information from a parent or carer, provider, employer, event organiser or another authorised person involved in a service.

Business contact information may come from public business websites, professional directories or referrals where its use is lawful and relevant.

You can contact us to ask where we obtained your personal information.

5. Why We Use Information and Our Lawful Bases

We use the lawful basis appropriate to each purpose.

Responding to enquiries: Our legitimate interest in answering questions and helping people explore our services, or taking steps at your request before entering into a contract with you.

Providing memberships, bookings and agreed services: Performing a contract with you. Where we process information about other participants or business representatives, we use another appropriate basis, such as legitimate interests.

Managing provider and employer relationships: Our legitimate interest in maintaining accurate listings, communicating with organisations and administering opportunities.

Supporting work experience applications: Administering the agreed service, coordinating applications and placements, and supporting safe arrangements. We identify an appropriate lawful basis for each person's information, including information about young people.

Payments and business records: Performing relevant contracts, our legitimate interest in administering accounts, and compliance with applicable accounting and tax obligations.

Website operation and security: Our legitimate interest in providing a reliable website, protecting accounts and preventing misuse. Consent is obtained for cookies or similar technologies where required.

Marketing: Consent where required, or legitimate interests where permitted by applicable law.

Complaints and legal matters: Our legitimate interest in investigating concerns and establishing, exercising or defending legal claims, or compliance with legal obligations.

Where we rely on legitimate interests, we consider whether processing is necessary and balance our interests against individuals' rights, freedoms and reasonable expectations. We take particular account of children's interests.

6. Children and Young People

DiscoverFest serves families, and some services involve information about children and young people.

Unless a service expressly provides otherwise, a parent, carer or appropriately authorised adult should complete registrations, purchases and applications for children.

We limit the information collected about young people to what is needed for the relevant service and provide age-appropriate explanations where necessary.

We do not publish children's contact details, private applications or sensitive information in public listings.

A parent's involvement does not automatically provide the lawful basis for every use of a child's information. We assess the appropriate basis and any additional requirements for the activity concerned.

Children have their own data protection rights. We consider their understanding and circumstances when responding to requests made by them or on their behalf.

7. Health Information and Additional Support Needs

Some activities or placements may require limited information about accessibility, allergies, health conditions or additional support needs.

Information revealing health or certain other sensitive characteristics receives additional protection under data protection law.

We collect such information only where necessary, establish both an appropriate lawful basis and an additional legal condition, and explain the purpose and intended recipients. Where we rely on explicit consent, we request it separately.

Please do not send sensitive information unless it is needed for an agreed purpose.

8. Work Experience and Placement Information

Where we provide work experience support, we may use relevant information to:

- **Understand a young person's interests and requirements.**
- **Assess or coordinate potential opportunities.**

- **Communicate with parents, carers and employers.**
- **Prepare or review application materials.**
- **Administer placement agreements and support.**
- **Record feedback, concerns and agreed follow-up.**

Before sharing an identifiable application or CV with a prospective employer, we will explain the proposed sharing and obtain any permission or consent required.

Employers may become independent controllers of information they receive. We will identify the employer and direct you to its privacy information where available.

We do not publish private placement applications or CVs as public website content.

9. Who We Share Information With

Where necessary and lawful, we may share information with:

- **Website hosting, account management and technical support providers.**
- **Email, cloud storage and communications providers.**
- **Booking, payment and marketing service providers used for the relevant service.**
- **Activity providers or event organisers where needed for an enquiry or booking you request.**
- **Prospective employers and placement hosts under agreed work experience arrangements.**
- **Authorised staff, contractors and advisers who need the information.**
- **Accountants, insurers and legal advisers where necessary.**
- **Public authorities or safeguarding agencies where disclosure is legally required or otherwise justified to address a concern.**
- **Relevant parties in a business transfer, subject to appropriate safeguards.**

We limit sharing to information needed for the purpose and use appropriate contractual arrangements where organisations process information on our behalf.

We do not sell personal information or marketing contact lists.

10. Provider Listings and Public Content

Business details submitted for a public listing may be visible to website visitors and search engines.

We distinguish public listing fields from private administrative information. Please avoid including personal details you do not intend to make public.

If you submit photographs, testimonials or other material for publication, you must have appropriate authority to do so.

Identifiable photographs of children will not be used for promotional purposes without an appropriate lawful basis and the permissions required for that use.

11. Marketing Communications

We may send information about DiscoverFest news, learning opportunities, events, memberships and services.

For individuals, sole traders and certain partnerships, we obtain consent for electronic marketing unless a lawful exception applies. We use the customer soft opt-in only where its conditions are met, including offering an opt-out when collecting details and in each message.

For corporate business contacts, we may use legitimate interests for relevant marketing where permitted, after assessing the impact on the individuals concerned.

You can stop direct marketing at any time by using the unsubscribe facility or emailing info@discoverfestuk.com.

We may retain a minimal suppression record to honour your choice. Unsubscribing does not prevent essential communications about a booking, account or service you have requested.

12. Cookies and Similar Technologies

Our website may use cookies and similar technologies for essential functions, security, preferences and, where enabled, analytics or marketing.

We obtain consent for optional technologies where required and provide controls to manage your choices.

Our cookie information explains the technologies actually used, their purposes, providers and durations. Browser settings can also restrict cookies, although this may affect website functionality.

13. International Transfers

Some service providers may store or access personal information outside the UK.

Where a restricted international transfer occurs, we use an applicable UK adequacy regulation or appropriate safeguards, such as approved contractual arrangements, together with any required assessment and supplementary measures.

You can contact us for information about safeguards relevant to your personal information and how to obtain a copy, subject to appropriate redactions.

14. How Long We Keep Information

We keep personal information only for as long as necessary for the purpose for which it was collected.

We determine retention periods by considering:

- **Whether an enquiry, membership, booking or placement remains active.**
- **What is needed to complete the service and any follow-up.**

- **Applicable accounting, tax and other legal requirements.**
- **Relevant complaints, safeguarding concerns or legal claims.**
- **Whether marketing consent or another lawful basis remains valid.**

Unsuccessful applications are retained only where needed for agreed follow-up, an identified record-keeping purpose or another lawful reason.

We periodically review information and securely delete, destroy or anonymise it when no longer needed. Deleted records may remain in restricted backups until the normal backup cycle expires.

Minimal unsubscribe records may be retained for as long as needed to prevent further unwanted marketing.

15. Keeping Information Secure

We use technical and organisational measures appropriate to the information and risks involved, including access restrictions, account protection and suitable sharing arrangements.

Access is limited to authorised people who need information for their duties.

No system can guarantee complete security. Please protect your account credentials and contact us promptly if you suspect unauthorised access or a disclosure affecting DiscoverFest information.

16. Your Rights

Depending on the processing and applicable law, you may have rights to:

- **Access your personal information.**
- **Correct inaccurate or incomplete information.**
- **Request deletion.**
- **Restrict processing.**
- **Receive certain information in a portable format.**
- **Withdraw consent where we rely on it.**

Right to object: You may object to processing based on legitimate interests on grounds relating to your circumstances. You have an absolute right to object to direct marketing, including related profiling.

These rights are subject to applicable conditions and exceptions. Withdrawing consent does not affect processing that was lawful before withdrawal.

To make a request, email info@discoverfestuk.com. We may need proportionate information to verify identity or authority to act for another person.

We normally respond within one month, subject to lawful extensions or other adjustments allowed by the applicable rules. Requests are normally free of charge, subject to statutory exceptions.

17. Automated Decisions

We do not use solely automated decision-making to determine whether a young person is accepted for a work experience placement.

If we introduce automated decision-making producing legal or similarly significant effects, we will provide the required information and safeguards before using it.

18. Complaints

Please contact info@discoverfestuk.com if you have a concern about how we handle personal information.

You may also complain to the Information Commissioner's Office, the UK data protection regulator, without first complaining to us.

Website: https://ico.org.uk/make-a-complaint/
Telephone: 0303 123 1113

19. Changes to This Policy

We may update this policy to reflect changes to our services, systems or legal requirements.

The current version and update date will appear on our website. We will bring material changes to your attention where appropriate or required.

20. Contact Us

For privacy questions or to exercise your rights:

DiscoverFest UK
Company number: 17503302
Registered in England
Email: info@discoverfestuk.com
Website: www.discoverfestuk.com