



Privacy Policy – Website & Training Services 25 June 2026

Griffin Occupational Therapy (GriffinOT Ltd)

This statement outlines information on how we store and use your data and personal information. It relates to online services (website and training services) provided by GriffinOT.

Please read this Privacy Policy carefully and ensure that you understand it. You will be required to read and accept this Privacy Policy when signing up for our mailing lists or training courses. If you do not accept and agree with this Privacy Policy, you must stop using GriffinOT SITES immediately. This policy should be read in conjunction with our Terms of Use policy which is available on our policies page (<https://www.griffinot.com/policies>).

1.0 Who are we?

GriffinOT Ltd (formally Kim Griffin Ltd) is a limited company registered with Companies House (no. 7140862). Griffin OT Ltd is committed to protecting the privacy of information provided by clients. Our policies and procedures are in line with the Information Commissioners Office (ICO) General Data Protection Regulations effective from May 2018.

1.1 Online services: GriffinOT Ltd also operates a website (<https://www.GriffinOT.com>) and YouTube channel (<https://www.youtube.com/c/GriffinOT>) which provide information for parents, educators and health professionals. We provide self-paced online training courses which are hosted on Teachable (<https://griffinot.teachable.com/>) and live training.

1.2 **Our SITES** refers to the websites named in clause 1.1.

1.3 Direct therapy: We also provide independent paediatric occupational therapy services to families, adoption support services and schools. The company is owned and directed by Kimberley Griffin, an Occupational Therapist registered with the Health Professional Council. Please note this privacy policy relates to website and training services and there is a separate privacy document for clinical services which is available on our policies page (<https://www.griffinot.com/policies>).

2.0 Scope – What Does This Policy Cover

This Privacy Policy applies only to your use of GriffinOT.com. It does not extend to any websites that are linked to from GriffinOT.com (whether We provide those links or whether they are shared by other users). We have no control over how your data is collected, stored or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them. We do use a number of other service providers which are outlined in this policy, and you will be required to agree to their Privacy Policies when signing up for an account or onto our mailing list.

We also have a separate policy for clinical services which is available at <https://www.griffinot.com/policies>. Clinical services include our online sensory assessments and face to face occupational therapy provision.

3.0 What data do we collect?

3.1 Some data will be collected automatically by GriffinOT.com, other data will only be collected if you voluntarily submit it, for example, when signing up for our newsletter or training. Depending upon your use of GriffinOT.com, We may collect some or all of the following data:

- a) IP address (automatically collected);
- b) Web browser type and version (automatically collected);
- c) Operating system (automatically collected);
- d) A list of URLs starting with a referring site;
- e) Your activity on GriffinOT.com including length of time on the site, and number of pages visited (automatically collected);
- f) The site you exit to (automatically collected).

You can control some of the data that is submitted automatically by changing the settings in your web browser. We use Google Analytics, Facebook Pixel and Bing Webmaster on our site to collect this information. Our website is ed by host Kualo and website platform Wordpress. We use CookieYes to manage cookies

3.2 We use Brevo to manage our mailing list, if you sign up for our mailing list in addition, we will also collect:

- a) Your First Name;
- b) Your Email Address;
- c) Your Occupation (optional);
- d) Your consent and correspondence preferences.
- e) How you found us (optional)

Please note this information is collected and stored by Brevo and you will be required to agree to their Privacy Policy in addition to ours when signing up (<https://www.brevo.com/legal/privacypolicy>).

3.3 We use Teachable to run our course, if you sign up for our courses we will also collect:

- a) Your address;
- b) Payment details – billing address / card details;
- c) Your company details if applicable;
- d) Information regarding your log in and completion of our courses.

Please note this information is collected and stored by Teachable and you will be required to agree to their Privacy Policy in addition to ours when signing up (<https://page-templates.teachable.com/p/privacy>).

3.4 If you email us we will collect your name and email address.

3.5 If you complete a feedback questionnaire within our courses, we will also collect your opinions and answers to the questions. Feedback questionnaires are always optional and anonymised. From time to time there may be a testimonial box, this box will include a request for consent to publish any comments written within it and whether you would prefer this to be published anonymously or with your first name and location. This data is stored within our GoogleWorkspace.

3.6 Our lawful basis for collecting this information under article 6 of GDPR is because we have a 'legitimate interest' (under article 6 of GDPR). We cannot adequately deliver our information and training services to you without processing some of your personal information.

4.0 Sharing of Personal Data

4.1 Aside from the platforms used to conduct our business, as outlined in Section 6, We do not share your details with any third parties.

4.2 We aggregate data for internal reporting and impact measurement. Impact measurement data is published on our website annually in our Impact Report – [available here](#). Where required, impact data will also be included in award and funding applications. If relevant opportunities arise, we will also present this data at relevant conferences and other publications.

5.0 How we use your personal information / the data we collect?

We use your data to provide the best possible products and services to you. This includes:

- 5.1 Providing and managing your access to our SITES.
- 5.2 Personalising and tailoring your experience on our SITES;
- 5.3 Supplying products and services from GriffinOT Ltd to you;
- 5.4 Personalising and tailoring GriffinOT Ltd products and services for you;
- 5.5 Responding to communications from you;
- 5.6 Analysing your use of our SITES and gathering feedback to enable Us to continually improve our SITES and your user experience;
- 5.7 Marketing emails that you have consented to receive when joining our mailing list. You can choose to unsubscribe from our list at any time. Emails may include:
 - a) Onboarding – An initial sequence of 4-8 emails introducing you to GriffinOT when you initially sign up.
 - b) Tips and Advice– We send up to two emails a week which include new articles we have written, links to relevant events, information on research, tips to support children day to day and other news at GriffinOT.
 - c) Course Updates and Promotions – Sent out when we release new or update existing online courses. And, when we have promotions. We anticipate this will occur 6-8 times a year.
- 5.8 If you have completed a feedback questionnaire, the data is aggregated when analysed. We use this information to inform business planning, including updates, changes, and additions to our courses. Where consent is given, information within testimonial boxes may be used on our website, and promotional materials for the course.
- 5.9 If you have signed up to one of our courses, we will use your information to
 - a) Send you your completion certificate.
 - b) Notify you if there are any problems with the course.
 - c) Notify you if there are any updates specific to your course as occasionally, we make changes or additions to the content.
 - d) Invite you to participate in feedback surveys or interviews.
 - e) We also use anonymised aggregate data of course sign-up numbers and completion rates to assist with our planning.
 - f) You will also receive reminders to complete the course and reminders regarding subscription renewal.

- 5.10 We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with Our obligations under the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended in 2004, 2011 and 2015 and the General Data Protection Regulations 2018.

6.0 How do we store your data.

- 6.1 We only keep your data for as long as We need to in order to use it as described above in section 5, and/or for as long as We have your permission to keep it.
- 6.2 Some or all of your data may be stored or transferred outside of the United Kingdom. This may include storage in countries within the European Economic Area (EEA), the United States, or other jurisdictions where our service providers operate. You are deemed to accept and agree to this by using GriffinOT.com and submitting information to GriffinOT Ltd.
- 6.3 When we store or transfer data outside the UK, we ensure appropriate safeguards are in place to protect your data in accordance with UK GDPR and the Data Protection Act 2018. These safeguards may include:
- a) Ensuring our service providers have appropriate technical and organizational security measures in place;
 - b) Where our service providers are based in the United States, ensuring they participate in recognized data protection frameworks or have equivalent safeguards in place.
- 6.4 The platforms we use for data storage and management (Google Workspace, Teachable, Brevo, Xero) are GDPR compliant and have appropriate safeguards for international data transfers. You can find more information about their specific data protection measures in their respective privacy policies linked throughout this document.
- 6.5 Data security is of great importance to GriffinOT Ltd, and to protect your data We have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected through GriffinOT.com and have ensured all of the platforms we use for data storage and management are GDPR compliant.
- 6.6 GriffinOT uses Google Workspace for emails, feedback forms and document storage. The privacy policy for Google Workspace can be [found here](#). If you email us or receive documentation (e.g. completion certificates, quotes) this information will be stored within Google Suite. Emails sent from GriffinOT are not encrypted. We also run Google Analytics on our website.
- 6.7 If you sign up for a training account you will be providing your details to the Teachable platform. The privacy policy for Teachable can be [found here](#). The information within your training account is not directly held by GriffinOT Ltd and is subject to Teachable policies. GriffinOT Ltd staff have access to some of this information. All online course payments are also directed through the Teachable platform.
- 6.8 If you sign up for any of GriffinOT Ltd's mailing lists you will be providing your details to the Brevo platform. The privacy policy for Brevo can be [found here](#). The personal information provided for our mailing list is not directly held by GriffinOT Ltd and is subject to Brevo policies. GriffinOT Ltd staff have full access to this information.
- 6.9 If you are issued an invoice, your invoicing details will be stored in our Xero account. The privacy policy for Xero can be [accessed here](#).
- 6.10 Our website is hosted by Kualo and run off Wordpress.org with the GDPR plugin CookieYes to make both GDPR compliant.

7. How long is the information kept?

7.1 Training records if you have completed a course:

We will hold a copy of your training record for 24 months after your access to the course has expired. After this time, we will delete this information from the system, including completion certificates.

7.2 Enquiry Emails:

We will hold a copy of general enquiry / information emails for 12 months. After this time, we will delete this information from the system. If your child is seen by therapists at GriffinOT following an enquiry email or specific clinical advice is given then the emails will then fall under the Privacy Policy for Clinical Services which can be found here: <https://www.griffinot.com/policies/> .

7.3 Mailing List Emails

- a) We will typically hold your email on our list until you unsubscribe from our mailing. You will have the option to unsubscribe at the bottom of every email you receive from us.
- b) We audit our mailing list every 12 months (typically in January) and remove users who have unsubscribed or been blacklisted. In addition, we remove users who have not opened any emails in the last 24 months.

8. Cookies

Please see our Cookies Policy for further information on use of cookies. It is available on our policies page: <https://www.griffinot.com/policies/>.

9.0 Our responsibilities

We are committed to maintaining the security and confidentiality of your personal information. We actively implement security measures to ensure your information is safe, and audit these regularly. We will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law.

We are registered with the Information Commissioner's Office (ICO registration number: ZA199250) and comply with UK GDPR and the Data Protection Act 2018. We are constantly working to ensure compliance with current data protection regulation

10.0 Your rights

Data protection legislation gives you various rights. The most important of these are as follows:

- 10.1 You have the right to a copy of information we hold about you.
- 10.2 You have the right to raise a data protection complaint.
- 10.3 You have the right to ask for your record to be amended if you believe that it is wrong.
- 10.4 You have right to be forgotten (right to eraser)
- 10.5 You have the right to request Data Portability. Please note we will only be able to provide data that we are still holding, so we will only be able to provide certain data within a 12- or 24-month time frame, as outlined above in section 7.0. Data portability allows you to receive your

personal data in a structured, commonly used and machine-readable format, and to transmit that data to another controller where technically feasible.

10.6 You have the right to withdraw the consent for GriffinOT to send you email correspondence at any time. You can unsubscribe from our mailing list using the 'unsubscribe link' at the bottom of our emails.

10.7 You can delete your account in Teachable through account settings, this will be processed immediately. Or, by contacting us at Support@GriffinOT.com, manual account deletion will be processed within 30 days. Please note that some information may be retained where required by law (such as financial records) and anonymised data may be retained for statistical purposes. If you delete your account, you will lose access to all courses and certificates - please download these before deletion.

If you wish to enact either of these rights, please contact us at Support@GriffinOT.com. Please include your full name, the email address that your accounts are registered with and specific information regarding your request (e.g. complaint, withdraw consent, request for information held). We will aim to respond to your request within 10 working days.

11.0 What if I have concerns about how my information is stored or managed?

You have the right to report any concerns to the Information Commissioners Office (ICO). For further information please see their website <https://ico.org.uk/concerns/>.

Our ICO registration number is: ZA199250

12.0 Contacting GriffinOT Ltd

If you have any questions about GriffinOT.com or this Privacy Policy, please contact GriffinOT Ltd by email at support@griffinot.com. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you.

13.0 Changes to Our Privacy Policy

We may change this Privacy Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on GriffinOT.com and you will be deemed to have accepted the terms of the Privacy Policy on your first use of GriffinOT.com following the alterations. We recommend that you check this page regularly to keep up to date.

14.0 Data Breaches

14.1 In the unlikely event of a data breach that poses a risk to your rights and freedoms, we will notify you without undue delay and within 72 hours of becoming aware of the breach, where feasible.

14.2 The notification will include:

- a) A description of the nature of the breach;
- b) The categories and approximate number of individuals concerned;
- c) The likely consequences of the breach;

- d) The measures we have taken or propose to take to address the breach and mitigate its possible adverse effects.

14.3 We will also notify the Information Commissioner's Office (ICO) of any breach that poses a risk to individuals' rights and freedoms.

15.0 Children and Young People

15.1 Our website content is designed for adult readers and users should be a minimum of 15 years old to use GriffinOT.com. Users must be 18 years old to access our training platform on Teachable.

15.2 We do not knowingly collect personal information from children under 15 years old through our website or mailing lists. If you are under 15, please do not sign up for our mailing list or submit any personal information through our website.

15.3 For users aged 15-17 accessing our website, we recommend obtaining parental consent before signing up for our mailing list or submitting personal information.

15.4 If we become aware that we have inadvertently collected personal information from a child under 15, we will take steps to delete that information as soon as possible.

15.5 Please note that while our general website content may be viewed by those over 15, our training courses specifically require users to be 18 or over, in accordance with Teachable's terms of service.

16.0 International Users and Data Transfers

16.1 GriffinOT Ltd is based in the United Kingdom and our services are governed by UK law. However, we welcome users from around the world.

16.2 If you are accessing our services from outside the UK, please be aware that your information may be transferred to, stored, and processed in the UK and other countries where our service providers operate. These countries may have data protection laws that are different from the laws of your country.

16.3 By using our services, you consent to the transfer of your information to the UK and other countries as described in this Privacy Policy.

16.4 If you are in the European Economic Area (EEA), we ensure that transfers of your personal data outside the EEA are protected by appropriate safeguards, such as Standard Contractual Clauses approved by the European Commission.

16.5 If you have questions about international data transfers, please contact us at Support@GriffinOT.com.

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