

# DAYBYDAYCOLLECTIVE LTD – External Policies Document

**Effective Date:** 09/03/2026

**Next Review:** 09/03/2027

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# 1. Privacy Policy

## **How We Use Your Data:**

We collect personal data such as your name, email, phone number, address, event registrations, and optional health information (with your consent) to provide our workshops/events, communicate with you, and manage events.

## **Sharing:**

Your data is only shared with staff who help deliver our services. We never sell your information.

## **Storage & Security:**

Data is securely stored electronically with encryption, and any physical documents are stored safely.

## **Retention:**

- Unsuccessful job applications: 6 months
- Employee records: duration of employment + 2 years

## **Your Rights:**

You can request access, correction, deletion, restriction, data portability, or object to processing.

## **Legal Compliance:**

UK GDPR, Data Protection Act 2018

**More Information:** [ICO Website](#)

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# 2. Terms & Conditions

## **Bookings & Payments:**

Full payment is required to secure sessions.

## **Cancellations & Refunds:**

Online bookings have a statutory 1 day/24 Hour cancellation right for a full refund. No shows to events will not be refunded.

## **Attendance & Conduct:**

Participants must follow session rules and staff instructions as stated in our Event Policy.

## **Liability:**

Our sessions are designed to provide a space for connection. They are not therapeutic/medical advice.

## **Intellectual Property:**

All materials are property of DAYBYDAYCOLLECTIVE LTD and may not be redistributed without permission.

**Governing Law:**

England & Wales

**Legal Compliance:** Consumer Rights Act 2015, Consumer Contracts Regulations 2013

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### 3. Health & Wellness Disclaimer

Our sessions are for educational and supportive purposes only. They are not a substitute for professional medical advice. Please consult your GP or qualified healthcare professional before making health decisions. We are not liable for any injury, illness, or health outcomes.

**Legal Compliance:** Health and Safety at Work Act 1974, Occupiers' Liability Acts 1957 & 1984

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### 4. Cookie Policy

#### 4.1. Introduction

This Cookie Policy explains how **DaybyDayCollective Ltd** ("we", "our", "us") uses cookies and similar technologies on our website, including sites hosted on **Wix**. Cookies help us improve your experience, understand how our site is used, and provide marketing communications.

By using our website, you consent to the use of cookies as described in this policy. You can withdraw or change your consent at any time.

This policy is compliant with:

- **UK GDPR (Data Protection Act 2018)**
  - **Privacy and Electronic Communications Regulations (PECR)**
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#### 4.2. What Are Cookies?

Cookies are small text files stored on your device (computer, smartphone, or tablet) when you visit a website. They help websites remember your preferences, understand usage patterns, and provide tailored functionality or advertising.

Cookies may be:

- **Session cookies** – deleted when you close your browser.
- **Persistent cookies** – remain on your device for a set period.
- **First-party cookies** – set by our website.

- **Third-party cookies** – set by external services integrated on our site (e.g., analytics or social media).
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### 4.3. Types of Cookies We Use

| Cookie Type   | Purpose  | Required?                        |
|---|--|----------------------------------|
| <b>WixSession</b>   | Keeps user session active and ensures the site functions correctly | Necessary                        |
| <b>WixVisitor</b>   | Tracks visitor session for technical purposes                      | Necessary                        |
| <b>WixAnalytics / Google Analytics</b>                      | Tracks site usage and performance to improve user experience       | Non-essential (requires consent) |
| <b>Marketing cookies</b> (e.g., Facebook Pixel, Google Ads) | Personalised advertising and retargeting                           | Non-essential (requires consent) |
| <b>Chat widget cookies</b>                                  | Keeps chat or support features functional                          | Functional, opt-in optional      |

**Note:** Necessary cookies are essential for the website to work and do not require consent. Non-essential cookies require your explicit opt-in before they are activated.

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### 4.4. How We Use Cookies

Cookies are used for the following purposes:

- **Site functionality:** To ensure essential parts of the site work correctly.
- **Analytics:** To understand visitor behavior, improve content, and monitor performance.

- **Marketing:** To deliver targeted advertisements based on your interests.
  - **Personalization:** To remember your preferences and settings.
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#### 4.5. Consent and Managing Cookies

- When you visit our site, a **cookie banner** will appear for you to accept or reject non-essential cookies.
  - You can withdraw your consent at any time by adjusting your browser settings or using our cookie management tools.
  - To block or delete cookies via your browser:
    - [Google Chrome](#)
    - [Mozilla Firefox](#)
    - Microsoft Edge
    - Safari
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#### 4.6. Third-Party Cookies

Some cookies are set by third parties (e.g., Wix, Google Analytics, Facebook). These parties may collect information about your use of our website, but we do **not sell or share personal data for commercial purposes**.

You can manage these third-party cookies through the cookie banner or by visiting the third-party platforms directly.

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#### 4.7. Changes to This Policy

We may update this Cookie Policy from time to time. The **latest version will always be available on our website**. Significant changes will be highlighted, and the effective date updated.

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## 5. Recruitment & Sensitive Information Policy

### **Data We Collect:**

CVs, references, DBS checks, Right to Work, and any relevant health information (with consent only).

**Storage & Security:**

Data is stored securely electronically, accessible only by the Designated Safeguard Lead and Senior Management.

**Retention:**

- Unsuccessful candidates: 6 months
- Successful candidates: employment duration + 2 years

**Legal Compliance:** GDPR / Data Protection Act 2018, Equality Act 2010

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## 6. Right to Work & ID Verification Policy

We comply with UK Right to Work requirements.

**Verification:** Passport, visa, birth certificate, or biometric permits are verified in-person or via secure video.

**Retention:** Employment duration + 2 years.

**Legal Compliance:** Immigration, Asylum and Nationality Act 2006

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## 7. DBS & Safeguarding Policy

We carry out DBS checks for relevant roles and provide safeguarding training for all staff. All staff have completed **Suicide Awareness Training** ([training link](#)).

**Designated Safeguard Lead (DSL):**

**Jaiya, Founder, has completed DSL training**, ensuring oversight for safeguarding, crisis procedures, and vulnerable participant protection.

**Safeguarding Practices:**

Staff follow *Working Together to Safeguard Children 2018* guidance. All records are secure and confidential.

**Legal Compliance:** Safeguarding Vulnerable Groups Act 2006, Children Act 1989 & 2004

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## 8. Internal Data Storage & Security

**Electronic Storage:** Encrypted systems.

**Backups:** Multiple secure backups stored across separate networks.

**Breach Protocol:** Any data breaches are reported immediately to management.

**Legal Compliance:** UK GDPR, Data Protection Act 2018, NCSC guidance

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## 9. Workshop – Event Policy

*Example: The **Small Wins Workshop** is a reflective, supportive space designed to help participants reframe their focus, recognize overlooked progress, and celebrate meaningful small victories.*

### 1. Purpose & Participation:

- A space for reflection, encouragement, and shared celebration.
- Participation is voluntary; sharing is always optional.
- Engage with openness, curiosity, and respect.

### 2. Registration, Attendance & Refund Policy:

- Registration secures your seat; limited capacity.
- No refunds for no-shows.
- Refunds, if applicable, follow the terms at registration.
- By registering, participants agree to these terms.

### 3. Confidentiality:

- Personal stories and reflections remain confidential.
- Limits: Facilitators must act if participants express intent to harm themselves or others, following legal obligations and Crisis Pathway Procedures.

### 4. Not Therapy & No Medical Advice:

- Workshop is not therapy or a clinical service.
- Facilitators are not licensed therapists unless explicitly stated.
- Participants should seek medical or mental health advice from qualified professionals.

### 5. Respectful Communication & Conduct:

- Listen without interrupting.
- Offer encouragement, not unsolicited advice.
- Speak from personal experience.
- Harassment, discrimination, or disruptive behavior will not be tolerated; violators may be removed without refund.

### 6. Psychological Safety:

- All wins are valid.
- Differences in background, identity, and experience are respected.

### 7. Technology & Presence:

- Virtual participants should minimize distractions.
- Recording (audio, video, screenshots) is not permitted without consent.

#### **8. Facilitator Role:**

- Facilitators guide structure and maintain emotional safety.
- They may redirect conversations or remove participants if necessary.

**Legal Compliance:** Health and Safety at Work Act 1974, Equality Act 2010

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### **Contact Us**

For questions about your personal data, policies, or GDPR rights:

**Email:** [jaiyadaybydaycollective@gmail.com](mailto:jaiyadaybydaycollective@gmail.com)

**ICO Reference:** <https://ico.org.uk>