

Privacy Policy

Last updated: 5 October 2026

1. About this Privacy Policy:

10 Steps to Resilience respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how personal information is collected, used and protected when you visit: www.10stepstoresilience.com or contact 10 Steps to Resilience about our resources, workshops or services.

10 Steps to Resilience is an independent project operated by Katie Powis.

This Privacy Policy is intended to provide clear information about how personal information is handled in accordance with applicable data protection legislation, including the Data Protection (Bailiwick of Guernsey) Law, 2017.

2. Who is responsible for your information?

The person responsible for personal information collected through 10 Steps to Resilience is: Katie Powis

10 Steps to Resilience

Email: 10stepstoresilience@gmail.com

Website: www.10stepstoresilience.com

If you have any questions about how your personal information is handled, please contact Katie using the email address above.

3. What information do we collect?

We only collect information that is reasonably necessary for the purpose for which you provide it.

When you use the website's contact form, this may include:

Your name

Your email address

Your telephone number, if you choose to provide it

Your school or organisation, if relevant

Information contained within your message or enquiry

If you contact us directly by email, we will also process the information contained within your communication.

10 Steps to Resilience does not operate a marketing mailing list or collect email addresses for newsletters.

4. Information about children and young people

10 Steps to Resilience provides educational resources, workshops and support relating to children and young people.

The website's general contact form is not intended for submitting detailed or sensitive information about individual children or young people.

Please do not include unnecessary information about a child or young person, such as:

Medical information

Diagnoses

Detailed mental health information

Safeguarding information

Family circumstances

Special educational needs information

Other sensitive personal information

when making a general website enquiry.

If information about a child or young person is required for a specific professional service, this will be considered and handled separately and appropriately.

5. How do we collect your information?

We may collect personal information when you:

Complete our website contact form

Email us directly

Enquire about a workshop

Contact us about our resources or services

Otherwise voluntarily provide information to us

The website may also automatically process limited technical information through cookies and similar technologies. Further information is provided in our Cookie Policy.

6. Why do we use your information?

We may use personal information to:

Respond to enquiries

Respond to requests for information

Communicate with you about workshops

Manage workshop enquiries and spaces

Provide information about our resources and services

Maintain appropriate records of communications

Protect the security of our website

Comply with applicable legal obligations

We do not use information collected through the contact form to send unsolicited marketing emails.

7. Our lawful basis for processing information

Depending on the circumstances, we may process your information where this is:

Necessary to respond to your enquiry or request.

For example, where you contact us about a workshop, resource or service.

Necessary for our legitimate interests.

For example, managing enquiries, maintaining appropriate records and operating and improving our services.

Necessary to comply with a legal obligation.

Where the law requires us to retain or process particular information.

Based on your consent.

Where consent is the appropriate legal basis for processing your information.

Where we rely on consent, you can withdraw that consent.

8. Who do we share information with?

We do not sell your personal information.

Your information may be processed by service providers that help us operate the website and communicate with you.

This may include:

Wix, which provides and hosts our website

Usercentrics, which provides our cookie-consent functionality

Email and communication service providers used to respond to enquiries

Other service providers where necessary to operate the website or provide a service you have requested

We will only share information where there is a legitimate reason to do so.

9. International processing

Some technology and website service providers used by 10 Steps to Resilience may process information outside Guernsey.

Where personal information is transferred internationally, appropriate safeguards will be considered and applied in accordance with applicable data protection requirements.

10. How long do we keep your information?

We will not keep personal information for longer than reasonably necessary.

The retention period will depend on why the information was collected.

For example, information relating to a general enquiry will normally be retained only for as long as reasonably necessary to deal with the enquiry and any necessary follow-up.

Information may be retained for longer where there is a legitimate legal, regulatory or record-keeping reason to do so.

Information that is no longer required will be securely deleted or disposed of.

11. Keeping your information secure

We take reasonable steps to protect personal information against:

Unauthorised access

Accidental loss

Misuse

Unauthorised disclosure

Alteration

Destruction

Access to personal information is restricted to people or organisations who legitimately need it.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

12. Cookies

Our website uses cookies and similar technologies.

We use Wix and Usercentrics to provide website functionality and manage cookie preferences.

Our website currently identifies essential components including Wix CMS, Sentry and Usercentrics.

Our cookie consent banner allows visitors to manage optional cookie categories and refuse non-essential cookies.

Further information is provided in our separate Cookie Policy.

13. Your data protection rights

Depending on the circumstances, you may have rights relating to your personal information, including the right to:

Be informed about how your information is being used

Request access to personal information we hold about you

Request correction of inaccurate information

Request deletion of information in certain circumstances

Request restriction of processing in certain circumstances

Object to certain processing

Withdraw consent where processing is based on consent

Exercise other rights provided by applicable data protection legislation

The exact rights available may depend on the circumstances and the legal basis for processing.

14. How to exercise your rights

If you have a question about your personal information or wish to exercise one of your data protection rights, please contact:

Katie Powis

10 Steps to Resilience

Email: 10stepstoresilience@gmail.com

Please provide enough information for us to understand your request.

We may need to take reasonable steps to confirm your identity before providing personal information.

15. Complaints

If you have concerns about how we have handled your personal information, please contact us first so that we can try to resolve your concerns.

You can also contact the Office of the Data Protection Authority (ODPA), the independent data protection regulator for the Bailiwick of Guernsey.

Office of the Data Protection Authority (ODPA)

16. Third-party websites

Our website may contain links to external websites, social media platforms, videos or other online services.

We are not responsible for the privacy practices or security of external websites.

We recommend checking the privacy information of any external website before providing personal information.

17. Changes to this Privacy Policy

We may update this Privacy Policy if:

Our website changes

We introduce new services

The way we process information changes

Legal or regulatory requirements change

The most recent version will always be available on this page, with the date it was last updated.

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