

Website Policies, Legal Notice & Governance Framework

Master policy overview · Public information, legal notice and governance standards

Company: Right First Time UK Ltd · No: 17493370 · Incorporated: 3 October 2026

Updated: 13 October 2026 · Previous master: 30 September 2026

Governing rule: Applicable law and the registered Articles of Association take precedence over this overview; service-specific terms and detailed policies contain the relevant detail.

1. Purpose, status and precedence

This is the master overview of Right First Time UK (RFTUK) website policies, legal notices and governance standards. It helps visitors understand the organisation, the website, and how to find detailed rules for each subject.

The registered Articles of Association, applicable law and any binding service-specific contract take precedence. A more detailed standalone policy provides the specific operational rules for its subject. This overview must not be read as changing the Articles or overriding statutory rights.

2. Registered company and public identity

Right First Time UK Ltd is a private company limited by guarantee, registered in England and Wales, company number 17493370. The company's incorporation was accepted on 3 October 2026. It operates publicly under the name Right First Time UK.

The registered office stated in the supplied company materials is 82A James Carter Road, Mildenhall, IP28 7DE, England. This address should be checked against the current Companies House record before publication and whenever it changes.

RFTUK is not a community interest company (CIC), registered charity, public authority, statutory regulator, ombudsman or law firm. It does not claim those statuses or powers.

3. Articles of Association and decision-making

The registered Articles govern statutory company membership, Director powers, voting, appointments, reserved matters, constitutional amendments and asset provisions. The Board and all delegates must act consistently with those Articles and applicable company law.

The Articles contain specific Founder rights and protections, including provisions in Articles 26A–26D. This overview does not amend, dilute or contradict those provisions. Public membership and participation votes are separate from statutory company membership unless the Articles provide otherwise.

RFTUK should use documented delegated authority, manage conflicts, maintain records and provide proportionate governance oversight. A job title alone grants no authority beyond the Articles or a valid delegation.

4. Public benefit, non-profit operation and payments

RFTUK aims to apply its money and assets to lawful public-benefit objects and reasonable operational costs. No person owns company assets merely by being a Founder, Director, company Member, Public Member, Campaign Leader, Volunteer, donor or supporter.

The initial operating model is principally voluntary and unpaid for voluntary roles, with reimbursement of genuine authorised expenses. Future paid employment, contractor work or authorised Director services must be lawful, affordable, properly approved and consistent with the registered Articles. Non-profit status alone does not ban all legitimate payment.

5. Website legal notice and limits of information

The website provides information, signposting, public-interest campaigns, commentary, research, templates, media and organisational updates. It does not itself deliver an official decision of a court, tribunal, government department, regulator or professional body.

General material is not an automatic substitute for tailored legal, medical, financial, tax, debt, benefit, safeguarding or other regulated professional advice. Visitors should check current official sources, deadlines, court orders and professional advice when needed. RFTUK cannot guarantee a complaint, appeal, benefit, housing or court outcome.

6. Website terms and consumer protection

Website use is also subject to the published Website Terms & Conditions and any applicable service-specific terms. Browsing alone does not remove statutory rights or automatically enter a visitor into every RFTUK service contract.

Where RFTUK offers Public Membership, paid services, events or goods, it should clearly state prices, recurring charges, cancellation and refund arrangements and other required pre-contract information. Contractual terms must be fair, understandable and lawful.

7. Acceptable use and proportionate moderation

Unauthorised access attempts, malicious uploads, impersonation, harassment, misuse of forms, unlawful disclosures and interference with safeguarding or complaints systems are not permitted.

RFTUK may remove harmful content, restrict accounts, protect systems, retain relevant evidence or report suspected unlawful conduct where proportionate. Legitimate criticism, complaints or disagreement must not be suppressed merely because they are uncomfortable.

8. Accuracy, sources and corrections

RFTUK aims to prioritise legislation, regulators, government, Parliament, courts, official records and other reliable evidence. Journalism, expert analysis, lived experience and submissions may also be relevant but should be described according to their evidential status.

Public material should distinguish verified fact, allegation, opinion and analysis, give a right of reply where appropriate, and correct material errors promptly and transparently. Campaign urgency does not override accuracy.

9. Liability and statutory rights

Information may be incomplete, change over time or depend on a person's circumstances. RFTUK does not control external providers or guarantee uninterrupted website availability.

Nothing in this framework excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability or consumer right that cannot lawfully be excluded or restricted. Specific contractual terms remain subject to law.

10. External websites, embedded media and copyright

Links, embeds, government resources, YouTube videos and third-party material remain subject to the relevant publisher's terms and privacy arrangements. A link or embed does not imply RFTUK owns or endorses everything on the external site.

Original RFTUK content and branding may be protected by intellectual-property rights. Third-party content is used only where permitted by licence, permission, lawful exception or supported embedding functionality. Attribution does not by itself grant permission to copy. Rights in AI-generated work depend on the law and applicable terms.

11. Privacy, data protection and complaints

RFTUK processes personal data in accordance with its Privacy Notice and Data Protection & GDPR Policy. Where the company determines the purposes and means of processing, it normally acts as the data controller.

Personal data must be collected proportionately, handled securely, kept no longer than necessary and shared only with an appropriate lawful basis. RFTUK does not sell personal data.

Data-protection complaints can be sent to complaints@rightfirsttimeuk.com or via the Contact Us page. RFTUK should acknowledge qualifying complaints within the statutory period, investigate appropriately, provide an outcome and explain Information Commissioner's Office (ICO) options. Internal faster targets do not replace statutory requirements.

12. Sensitive information, children and family courts

Health, disability, political opinions, safeguarding details and other special-category information require an appropriate UK GDPR Article 6 lawful basis and applicable Article 9 condition. Criminal-offence information has further protections.

Children's information, safeguarding allegations and family-court records require heightened care. Receiving a court document does not create permission to publish it. Applicable reporting restrictions, confidentiality requirements, the child's interests and lawful redaction must be considered.

13. Cookies, storage technologies and analytics

RFTUK distinguishes essential security and functionality technologies from optional analytics, advertising and profiling. Its Cookie & Storage Technologies Policy and Website Analytics Policy set out details.

Where PECR requires consent, optional tracking must not run until valid consent is given, and accepting or rejecting should be straightforward. Any statistical-purpose exemption must satisfy its specific legal conditions, including clear information and a simple free objection mechanism. UK GDPR still applies where personal data is processed.

14. AI, visual content and digital tools

Approved AI tools may assist with research organisation, drafting, coding, accessibility and creative work, but outputs must be checked by a responsible human before important publication or decisions.

Passwords, unnecessary identifying data, safeguarding details and restricted court documents must not be entered into external AI systems without an assessed lawful basis, appropriate protections and RFTUK authority.

Realistic synthetic or altered images, voice or video must not be presented as documentary evidence of real events. AI-provider usage restrictions, copyright requirements, platform disclosures and electoral law must be observed.

15. Safeguarding and urgent risks

RFTUK safeguards children, adults at risk and people facing vulnerability in its own activities. Safeguarding concerns must never be hidden to protect reputations, income or campaigns.

RFTUK is an information and signposting organisation, not an emergency service or statutory safeguarding authority. In immediate danger or immediate risk of serious harm, call 999. Concerns requiring statutory protection must be referred appropriately under the Safeguarding Policy.

16. Complaints, independence and speaking up

The Complaints Policy covers conduct, safeguarding, fundraising, membership, publications, governance, privacy and digital services. RFTUK aims to acknowledge ordinary complaints within five working days and provide a response within twenty working days where reasonably possible; urgent safeguarding and security issues require prompt triage.

A person should not determine a complaint about their own conduct. Material conflicts should be managed through an alternative reviewer or escalation route wherever reasonably practicable. Good-faith concerns must not lead to retaliation.

17. Volunteers, equal respect and conflicts

Volunteer participation should be unpaid, flexible and genuinely voluntary, without compulsory general minimum hours. People should be treated with equal dignity, while access and legal authority remain role-specific.

Actual, potential and perceived conflicts—including financial, family, employment, donor, supplier and political interests—should be declared and managed proportionately by disclosure, recusal, separate review or restricted access as appropriate.

18. Political independence and democratic engagement

RFTUK is non-party political. It may lawfully petition, research, criticise or support public policies, engage Parliament and scrutinise public decisions in pursuit of its constitutional objects.

RFTUK accounts, money and branding must not be turned into party or candidate recruitment or advertising channels. People may have personal lawful political beliefs but must distinguish those views from authorised organisational positions.

Before election-period or paid political communications, RFTUK must check relevant non-party campaigning, spending, donation and digital-imprint requirements.

19. Fundraising, donations and financial accountability

Fundraising must be honest, lawful and respectful. Appeals should identify who receives money, why it is being requested and any restrictions. Donations cannot purchase control of evidence, policy positions or preferential outcomes.

Expressly restricted donations must be identified and applied in accordance with their restrictions. RFTUK is not a registered charity and must not claim Gift Aid entitlement unless its status legally changes.

Financial records and appropriate public transparency should protect privacy and company banking details while respecting the Financial Controls & Expenses Policy.

20. Public Membership and subscribers

Public Membership is a service relationship and does not automatically make someone a statutory company guarantor, Director, owner or representative. Statutory company membership and Founder voting rights remain governed by the registered Articles.

Membership pricing, renewal, cancellation and refunds are governed by the current Public Membership Terms. Subscription to updates, donations or enquiries do not automatically establish unrestricted marketing consent.

21. Accessibility, equality and community standards

RFTUK aims towards WCAG 2.2 AA accessibility and continuously improves readable content, keyboard access, captions, alt text, mobile use and clear navigation.

Equal dignity, lawful reasonable adjustments, inclusion and fair treatment apply to RFTUK activities. Safety and behavioural rules must not be used simply to silence lawful scrutiny or discriminate against people.

22. Supplier ethics, media and campaigns

RFTUK opposes forced labour, trafficking and exploitation and uses proportionate supplier and partnership checks. It must not claim to publish a mandatory Modern Slavery Act section 54 statement unless legally in scope.

Only authorised representatives may make official statements. Campaigns should be evidenced, proportionate, respect rights of reply, protect private case information and comply with court, safeguarding, copyright and electoral restrictions.

23. Records, information security and continuity

RFTUK should use proportionate permissions, strong passwords, MFA where practical, backups and prompt access removal when roles change. Security events should be promptly reported and investigated.

Risk assessments, retention schedules and evidence preservation should follow the Information Security & Cybersecurity and Records Retention & Destruction policies. Public reporting should not expose sensitive security details.

24. Parent Contribution Service (PCS)

PCS is a service operated by Right First Time UK Ltd, not a separate incorporated body. It provides voluntary information, calculators, communications, agreements and record-keeping. It does not itself receive, hold or transfer child-contribution money between parents and does not have statutory enforcement powers.

The PCS service-access fee of £10 per parent per year at the stated initial price is separate from direct parent-to-parent contributions. PCS has its own service-specific policies and terms, applied alongside RFTUK-wide privacy, safeguarding, accessibility, complaints and security controls. Private messages, children's information and payment records must not be published or used for public campaigns.

25. Policy library and related documents

This framework should be read with the complete policy library. Material documents include the registered Articles of Association, Governance & Transparency, Website Terms & Conditions, Legal Notice & Disclaimer, Privacy Notice, Data Protection & GDPR, Cookie & Storage Technologies, Website Analytics, Safeguarding, Complaints, Volunteer, Conflict of Interest, Fundraising, Donation Transparency, Financial Controls & Expenses, Public Membership Terms, Information Security & Cybersecurity, AI & Digital Tools, AI Images/Video & Visual Content, Lobbying & Political Independence, Media & Press, Modern Slavery & Ethical Supply, and Records Retention & Destruction policies.

For other subjects, consult the live Policy Library rather than relying on a title or link in an old downloaded copy. This master overview is not a substitute for the full policies, service contracts or Articles.

26. Changes, review and contact

This master framework should be reviewed at least annually and after material changes to law, the Articles, services, company details, providers or risks. Contract changes must be communicated according to applicable law; continued browsing alone does not remove statutory consumer protections.

Questions, correction requests, complaints, privacy requests and governance enquiries can be submitted at [Contact Us page](#). Data-protection or other complaints may be sent to complaints@rightfirsttimeuk.com. For immediate danger use emergency services.

Further information: [Policy Library](#) · [Contact Us](#) · [Complaints inbox](#)