



# Visitors Privacy Notice

## History of Document

Issue No	Author	Date Reviewed	Approved by Trust Board	Comments
1	DPO	1/5/18	-	1 <sup>st</sup> issue
2	DPO	12/7/18	-	CCTV
3	DPO	20/8/20	-	Covid-19 track and trace
4	DPO	23/11/20	17/12/20	Overview, withdrawal of consent, international transfers, complaints
5	DPO	June 22	14/7/22	Data Protection Rights
6	DPO	6 March 2023		New DPO and change of Data Controller address

## Overview

Under data protection law, individuals have a right to be informed about how the Active Learning Trust (“Trust”) uses personal data that it holds about them. The Trust complies with this right by providing ‘privacy notices’ (sometimes called ‘fair processing notices’) to individuals where it processes their personal data.

The Trust collects and processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The Trust is committed to protecting the privacy of the individuals whose data it processes and to undertake all data processing in a lawful, open and transparent way.

This Privacy Notice is aimed at occasional and professional visitors who are required to sign in using a school’s visitors management system.

The Trust is the “Data Controller” for the purposes of data protection law. This means that it is responsible for deciding how it holds and uses personal data. Its address is Cromwell Community College, Wenny Road, Chatteris, Cambridgeshire, PE16 6UU.

The Trust’s Data Protection Officer is the ICT Service, email: [dpo@theictservice.org.uk](mailto:dpo@theictservice.org.uk). As Data Protection Officer, they are responsible for informing and advising the Trust about its data protection obligations and monitoring its compliance with these obligations.

The Trust may need to update this privacy notice periodically if it changes how it collects and processes personal data.

## What is Personal Data?

Personal data means any information relating to a living individual who can be identified (directly or indirectly) in particular by reference to an identifier (e.g. name, NI number, employee number, email address, physical features). It can be factual (e.g. contact details or date of birth), an opinion about an individual’s actions or behaviour, or information that may otherwise impact that individual in a personal or business capacity.

Data protection law divides personal data into two categories: ordinary personal data and special category data. Any personal data that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, physical or mental health conditions, sexual life or sexual orientation, biometric or genetic data that is used to identify an individual is known as special category data. (The rest is ordinary personal data).

## Categories of Personal Data that the Trust processes

Personal data that the Trust may collect, use, store and share (where appropriate) includes, but is not restricted to:

- Information relating to visit (time of arrival, time of departure, vehicle registration number (if a vehicle is brought onto a school's site), organisation name, whom visiting
- First name and surname
- If a regular professional visitor evidence that the individual holds an Enhanced Disclosure and Barring Service certificate, DBS number and date of issue
- Photograph for identification purposes during duration of visit
- IT device name, browsing history (if use a school's IT system)
- CCTV images captured in school

The Trust may also collect, store and use information that falls into "special categories" of more sensitive personal data. This includes information about (where applicable):

- Disability, health and access requirements

## How the Trust collects Personal Data

The Trust collects personal information via the following methods:

- Information uploaded to the school's visitor management system
- From the visitor's company or organisation

## Why the Trust collects Personal Data

The purpose of collecting and processing personal data is to:

- Identify a visitor and safely evacuate them from a school in the event of an emergency
- Meet statutory obligations for Safeguarding
- Ensure that appropriate access arrangements can be provided for visitors who require them
- Protect the school buildings and site
- To protect a school's IT network
- Protect the safety of visitors to a school
- Comply with the law regarding data sharing

## Lawful Basis for collecting and processing Personal Data

- To comply with a legal obligation to which the Trust is subject, for example its legal duty to comply with safeguarding and health and safety law
- Carry out a task in the public interest
- To protect a visitor's vital interests (or someone else's interests). This is applicable where a person's life could be at risk and the Trust needs to share or make available information to help them. This could involve sharing serious allergy information with people, paramedics (or other medical professionals), or other information requested by the police or social services, to assist them in their enquiries to protect that person.
- Legitimate business interests so that issues where cars have been "blocked in." can be resolved.

Some of the reasons listed above for collecting and using personal information overlap, and there may be several grounds which justify the Trust's use of the personal data.

## How the Trust protects Personal Data

The Trust takes its security responsibilities seriously to protect personal data from accidental or unlawful access, disclosure, loss, damage or destruction. For example:

- Access to personal data is on a strict need to know basis
- Electronic records are held on encrypted servers
- Strict visitor management security procedures in place
- Sensitive paper files are locked away with restricted access to the keys
- Employees, volunteers and governors are subject to Disclosure and Barring Service (DBS) checks and employee contracts contain confidentiality clauses
- The Trust has policies, procedures and provides training covering data protection, security, record disposal and confidentiality
- The Trust uses encrypted email or secure file sharing platforms to share personal data with external organisations
- Due diligence checks are undertaken on service providers and Data Protection Impact Assessments completed, where required.
- Up to date virus and malware protection software is used and security patches are applied promptly and data is backed up regularly.

## How the Trust stores Personal Data

Each school maintains a visitor management system to store personal information about all visitors. The information contained in this system is kept secure and is only

used for purposes directly relevant to work with the school.

Personal data may be held on the Trust's or a school's Single Central Record (for regular visitors who provide a service – e.g. speech therapists, cleaners etc)

## **Data Sharing**

The Trust will not share information about with third parties without consent unless the law allows the Trust to.

Where it is legally required, or necessary (and it complies with data protection law) the Trust may share personal information about visitors with:

- A local authority – if there are concerns over safeguarding
- Suppliers and service providers – to enable them to provide the service that the Trust has contracted them for, such as visitor management systems
- Police forces, courts – to assist them discharging their legal duties
- Security organisations – to ensure the safety and welfare of pupils, staff and visitors
- Emergency Services – to ensure the safety and welfare of visitors and to meet any legal obligations and to ensure the safety of the whole school community

## **Transferring Personal Data Internationally**

Where the Trust transfers personal data to a country or territory outside the European Economic Area, the Trust will do so in accordance with data protection law. The Trust currently transfers personal data outside the EEA as it stores personal data on cloud systems based in the EEA that have backup systems that may sometimes be located outside the EEA.

## **How long the Trust stores Personal Data**

Personal Data collected is stored in line with the Trust's Record Retention Policy. The information held is kept secure and is only used for the purposes directly relevant to visit to one of the Trust's schools.

## **Data Protection Rights**

An individual has the following rights under the data protection laws:

- To be told how their personal data is being processed (this Privacy Notice).

- To request access to their personal information. This is known as making a 'Subject Access Request' (SAR). If an individual makes a subject access request, and if the Trust holds information about an individual, it will:
  - Provide a description of it
  - Advise why it holds and processes it, and how long it will keep it for
  - Explain where it got the personal data from
  - Advise who it has been, or will be, shared with
  - Confirm if any automated decision-making is being applied to the data, and any consequences of this
  - Provide a copy of the information in an intelligible form within a month, unless an extension is necessary on the ground of the complexity of the request
- To have personal data rectified, if it is inaccurate or incomplete
- To request the deletion or removal of personal data where there is no compelling reason for its continued processing.
- To restrict the Trust's processing of their personal data (i.e. permitting its storage but no further processing).
- To object to processing being used for public interest or direct marketing purposes. (including profiling) and processing for the purposes of scientific/historical research and statistics
- To withdraw consent to processing, although the Trust may still continue to process personal data if a lawful basis other than consent applies.
- To have personal information, which an individual has provided, transmitted electronically to another organisation in certain circumstances.
- Not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect - unless an individual has agreed or in other limited circumstances
- Complain if they are not happy with the way their personal data has been handled, and to escalate this to the Information Commissioner if they remain dissatisfied.

## Complaints/Concerns

The Trust takes any complaints about its collection and use of personal information very seriously.

If an individual thinks that the Trust's collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about the Trust's data processing, they should raise this with the Trust's Data Protection Officer in the first instance - [dpo@theictservice.org.uk](mailto:dpo@theictservice.org.uk)

Alternatively, a complaint can be made to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113 (local rate)
- Call 01625 545 745 (national rate)
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## Contact

If an individual would like to discuss anything in this privacy notice, they should contact the Trust's Data Protection Officer at email: [dpo@theictservice.org.uk](mailto:dpo@theictservice.org.uk)