

## Privacy Notice for Visitors – How we use your information

2026/27

---

### Who are we?

The Arden Forest C of E Multi Academy Trust is the 'organisation responsible for your information (data controller)'. This means the Trust is responsible for how your personal information is processed and for what purposes.

Arden Forest C of E Multi Academy Trust is registered as the Data Controller with the Information Commissioner's Office (ICO); Registration Number: ZA415063

You can contact the Academy Trust as the Data Controller in writing at [AFMdatacontact@welearn365.com](mailto:AFMdatacontact@welearn365.com)

### What is a Privacy Notice?

A Privacy Notice sets out to individuals how we use any personal information that we hold about them. We are required to publish this information by data protection legislation. This Privacy Notice explains how we process (collect, store, use and share) personal information about visitors.

### What is Personal Information?

Personal information relates to a living individual who can be identified from that information. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

'Special category' personal information reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

### What personal information do we process about visitors?

The personal data that we may collect, use, store and share (where appropriate) about you includes:

- your name;
- organisation or employer (where applicable);
- contact details where required;
- vehicle registration number (where applicable);
- date and time of arrival and departure;
- purpose of your visit;
- identification or visitor badge number where used;
- DBS status or safeguarding information where appropriate (for regular visitors or contractors);
- CCTV images captured whilst on Trust premises;
- photographs where required for identification or security purposes.

We may also process limited special category personal information where necessary, including:

- information about medical conditions, disabilities or access requirements necessary to ensure your safety whilst visiting the Trust.

## **How is your personal information collected?**

We collect personal information about visitors when you sign into our school premises. This information is stored within our electronic signing in system.

We may also collect information ahead of your visit to one of our schools or Trust premises which we collect directly from you or the person arranging your visit. E.g., the organisation you work for.

## **For what purposes do we use visitors' personal information?**

We will use your personal information to:

- identify visitors and manage access to Trust premises;
- safeguard pupils, staff and visitors;
- maintain accurate visitor records;
- comply with safeguarding and health and safety requirements;
- manage emergency evacuations;
- investigate incidents where necessary;
- protect the security of our premises, systems and information.

## **Who might we share your information with?**

Appropriate security measures have been put in place to prevent personal information being accidentally lost, used or accessed in an unauthorised way.

We only share personal information where it is lawful, necessary and proportionate to do so, i.e.;

- emergency services;
- safeguarding authorities where required;
- law enforcement agencies where required;
- software providers that operate our visitor management systems;
- insurers and legal advisers where required.

## **Our Lawful Basis for Processing your Data**

The Trust processes personal information in accordance with UK data protection legislation. We will only collect, use and share personal information where there is a lawful basis for doing so.

Depending on the purpose, we rely on one or more of the following lawful bases:

- Legal obligation
- Public task
- Vital interests
- Consent (where applicable)

## **What do we do with your information?**

All personal information is held securely and processed in accordance with UK data protection legislation.

Personal information is only used for the purposes for which it was collected, unless there is a lawful reason to use it for another compatible purpose.

The Trust will only share personal information with third parties where there is a lawful basis to do so.

## **How long do we keep your information for?**

All personal data is stored in line with the Trust's Data Protection Policy and Record Retention Schedule.

Records are securely destroyed or anonymised once the applicable retention period has expired.

### **Transferring data internationally**

Where personal data is processed by suppliers outside the UK, appropriate safeguards are in place, such as adequacy regulations or approved international data transfer agreements, in accordance with UK data protection legislation.

Where appropriate, we undertake transfer risk assessments before personal information is transferred internationally.

### **What are your rights with respect of your personal information?**

Under UK data protection legislation, you have the right to:

- request access to the personal information we hold about you;
- request that inaccurate or incomplete personal information is corrected;
- request the deletion of your personal information where applicable;
- request that we restrict the processing of your personal information in certain circumstances;
- object to the processing of your personal information where the law allows;
- request the transfer of your personal information to another organisation where applicable;
- withdraw your consent at any time where we rely on consent as the lawful basis for processing; and
- complain to the Information Commissioner's Office (ICO).

The Trust does not make decisions about visitors based solely on automated processing or profiling.

If you wish to exercise any of your rights or request access to your personal information, please contact:

#### **Data Protection Lead**

Arden Forest C of E Multi Academy Trust  
AFMdatacontact@welearn365.com  
or

#### **School Data Protection Officer**

Warwickshire Legal Services  
Email: schooldpo@warwickshire.gov.uk  
Alternatively, you may write to:  
School Data Protection Officer  
Warwickshire Legal Services  
Warwickshire County Council  
Shire Hall  
Market Square  
Warwick  
CV34 4RL

**\*\*Please ensure you specify which School your request relates to.**

### **Data Protection Complaints**

We are committed to handling personal information fairly, transparently and in accordance with UK data protection legislation.

If you are dissatisfied with how the Trust has collected, used or shared your personal information, you may make a data protection complaint.

We encourage you to use the Trust's **Data Protection Complaint Form**, available from the Trust and each school, as this will help us investigate your concerns efficiently. Alternatively, you may submit your complaint by email or in writing.

Please send your complaint to:

**Data Protection Lead**

Arden Forest C of E Multi Academy Trust

Email: **AFMdatacontact@welearn365.com**

or

**School Data Protection Officer**

Email: **schooldpo@warwickshire.gov.uk**

Please provide as much information as possible about your concern, including the school (where applicable), the circumstances of your complaint and the outcome you are seeking.

**What happens next?**

Once we receive your complaint:

- we will acknowledge receipt within **30 calendar days**;
- we may contact you if we need further information;
- we will investigate your concerns fairly and objectively;
- we will keep you informed where appropriate; and
- we will provide you with a written response explaining the outcome of our investigation and any actions we have taken.

**If you remain dissatisfied**

If, after receiving our final response, you remain dissatisfied with how we have handled your complaint, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Website: **[www.ico.org.uk](http://www.ico.org.uk)**

Telephone: **0303 123 1113**

**Review**

Next review: July 2027 or sooner if legislation changes.

**Data Table:**

The table below set out the types of processing carried out by the Arden Forest C of E MAT and lawful reasons for doing so. The tables provide examples of the main categories of personal information processed by the Trust. They are not intended to be an exhaustive list, and additional processing may take place where permitted or required by law.

| Purpose                         | Information we may use                                           | Lawful basis | Typical recipients                 |
|---------------------------------|------------------------------------------------------------------|--------------|------------------------------------|
| Manage access to Trust premises | Name, organisation, arrival/departure time, vehicle registration | Public task  | Visitor management system provider |

| <b>Purpose</b>                                   | <b>Information we may use</b>                           | <b>Lawful basis</b> | <b>Typical recipients</b>                                                   |
|--------------------------------------------------|---------------------------------------------------------|---------------------|-----------------------------------------------------------------------------|
| Safeguard pupils, staff and visitors             | Visitor records, DBS status where appropriate           | Legal obligation    | Safeguarding authorities where required                                     |
| Respond to emergencies                           | Emergency contact or medical information where provided | Vital interests     | Emergency services                                                          |
| Promote the Trust (where applicable)             | Photographs                                             | Consent             | Trust publications, website or social media where consent has been obtained |
| Investigate incidents and protect Trust property | CCTV images and visitor records                         | Public task         | Police, insurers and legal advisers where required                          |