



## Privacy Notice: Enquirers and Complainants

The following is a description of the way we, Education Swanage Limited operating as The Swanage School, hold and process your information.

### Enquirer and Complainant Information

We may gather some information from other parties (see the data sharing list below). We will only gather information from you if it is required by us to carry out our official functions. The information we collect, hold and share may include:

- Personal details
- Details of your enquiry and/or complaint
- Financial information if a charge is to be levied

We may also collect, hold and share sensitive data required for the establishment, exercise or defence of legal claims and for our official functions including safe guarding which may include offences, alleged offences, criminal proceedings and outcomes.

### Why we collect and use this information

We use this data:

- To maintain our own records and accounts
- To provide education, welfare and related support services

We also use CCTV systems to maintain security..

### Lawful Basis

The lawful basis for the above processing is to:

- enable the School to discharge its responsibilities as a Public Authority.
- comply with legal obligations
- enable any “legitimate interest” processing that may be required by the school to fulfil its charitable purpose but only if this function is deemed to fall outside the school’s Public Authority remit

### Data Sharing

We may need to share some of your personal information with other organisations including:

- family, associates and representatives of the student whose personal data we are processing
- central and local government
- professional advisers and consultants

### Data: Its retention and how it is held and processed

Your information will be held for no longer than is necessary. Though the School may, in the public interest, continue to hold some data for archival, statistical and/or research purposes.

Your information will be held and processed securely and will not be transferred outside the European Economic Area (EEA) except to those countries or international organisations which are deemed suitable by the ICO.

The School does not make use of “automated individual decision making” (decisions made by automated means without any human involvement) nor does it use “profiling” (automated processing of personal data to evaluate or predict certain events or behaviours about an individual).

### Your rights

You have the right to request access to information that we hold about you. To make a request for your personal information contact the School office.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed;

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Subsequently, you may contact the Information Commissioner’s Office at <https://ico.org.uk/concerns/>

### Contact

If you would like to discuss anything in this privacy notice or make a complaint, please contact the Data Protection Officer at The Swanage School: by letter at the School’s address, by telephone on 01929 500599 or by email to [dpo@theswanageschool.co.uk](mailto:dpo@theswanageschool.co.uk) .

### Status of this privacy notice

This privacy notice was last reviewed in October 2024.