



Privacy notice – education and childcare

Lighthouse Outreach Service gathers extensive data and information about our learners to operate effectively as an organisation. This privacy notice details the reasons for collecting learner data, how we utilise it, and the rights that parents and learners possess. This privacy notice informs you about how we will handle your personal information.

The categories of student information that we collect, hold and share include:

We collect or use the following information for student education and welfare:

- Names and contact details for students/children
- Names and contact details for carers
- Gender
- Date of birth
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Welfare information (includes family and home life circumstances and history)
- Details of any criminal convictions
- Photographs
- Attendance and reason for absence data
- Progress reports
- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information

We also collect or use the following information for student education and welfare:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sexual orientation information

From time to time and in certain circumstances, we might also process personal data about students, some of which might be sensitive personal data, including the following information for disciplinary investigations or to prevent, detect, investigate or prosecute crimes.

We collect or use the following information for disciplinary investigations or to prevent, detect, investigate or prosecute crimes:

- Names and contact details for students/children
- Names and contact details for carers
- Gender
- Welfare information (includes family and home life circumstances and history)
- Special Educational Needs and Disabilities (SEND) information (includes reasonable adjustments and special educational needs and disabilities)
- Details of any criminal convictions
- Attendance and reason for absence data
- Records and reports
- Video recordings of public areas (including entrances and outside spaces to which some or all members of the public have access)
- Audio recordings of public areas (including entrances and outside spaces to which some or all members of the public have access)
- Call recordings

We also collect or use the following information for disciplinary investigations or to prevent, detect, investigate or prosecute crimes:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Health information
- Sexual orientation information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data

We also collect the following information for dealing with queries, complaints or claims:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sexual orientation information

We collect or use the following information for information updates or marketing purposes:

- Names and contact details
- Address
- Marketing preferences
- Photographs
- Website and app user journey information
- IP addresses
- Records of consent, where appropriate

We also collect or use the following information for information updates or marketing purposes:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sexual orientation information

We collect or use the following information for archiving purposes:

- Names and contact details
- Addresses
- Photographs
- Website and app user journey information

We also collect or use the following information for archiving purposes:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sexual orientation information

We collect or use the following information for recruitment purposes:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information

- Details of any criminal convictions (eg DBS, Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We also collect or use the following information for recruitment purposes:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sexual orientation information

We collect or use the following information to comply with legal requirements:

- Identification documents
- Health and safety information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following information to comply with legal requirements:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic information
- Biometric information (where used to identify someone)
- Health information
- Sexual orientation information

Collecting student information

Although most of the student information you supply is mandatory, some of it is given to us voluntarily. To adhere to the General Data Protection Regulation, we will let you know if you must provide specific student information to us or if you have the option to decide. When suitable, we will seek parents' consent to handle personal data when there isn't another legal reason for processing it, such as when we intend to use photos or images of students on our website or social media to advertise Lighthouse Outreach Service activities. Parents can withdraw consent at any moment. When pupils are considered mature enough to decide about their personal data, we will also seek the student's consent in these situations. This typically occurs at about the age of 13. Students who have the maturity to decide about their personal data can withdraw their consent if it was previously granted.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details

info@lighthouseoutreachservice.com
079 0368 7577

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for student education and welfare are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Legitimate interest is needed as it's deemed lawful basis under data protection regulations, like GDPR, where an organisation can process personal data if it has a justifiable business or societal reason to do so, while still balancing the individual's privacy rights; essentially, it means using data in a way that is considered reasonable and beneficial to the organisation or wider community, even if the individual hasn't explicitly consented to it, but with the need to consider if their privacy interests are being unduly impacted.
 - Vital interests - collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
 - Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for disciplinary investigations or to prevent, detect, investigate or prosecute crimes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
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- Vital interests - collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
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- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
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- Vital interests - collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an

urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for information updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
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Our lawful bases for collecting or using personal information for archiving purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
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- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information to comply with legal requirements are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
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and beneficial to the organisation or wider community, even if the individual hasn't explicitly consented to it, but with the need to consider if their privacy interests are being unduly impacted.

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- Public task - we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- Directly from you
- Parents or carers
- Local authorities or local councils
- Social services
- Other education establishments
- Health care providers
- CCTV footage or other recordings
- Suppliers and service providers
- Professional consultants
- Third parties:
- External agencies
- Schools

How long we keep information

7 years.

Who we share information with

- Data processors
- Education Establishments e.g. schools
- This data processor does the following activities for us: They complete data sent to them by my organisation that include assessments/questionnaires, information gathering etc.

Others we share personal information with

- Parents and carers
- Local authorities
- Social services
- Fostering agencies
- Pupil Referral Units (PRU's) or Education Otherwise at School Centres (EOTAS)
- Specialist teachers such as peripatetic workers or speech and language therapists

- School governing bodies (such as Board of governors or Parent/teacher associations (PTA))
- Examination boards and bodies
- Insurance companies, brokers or other intermediaries
- Health care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Legal bodies or authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Previous employers
- Suppliers and service providers
- Professional consultants
- Other relevant third parties:
- External agencies
- Social workers
- Parents/carers
- Local Authority

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>