Privacy Notice (Visitor)

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Approved by: Chief Executive Officer (Interim)
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Version Control (GLT)

Version	Date	Status	Author (AU) / Approver (AP)
Draft 01	November 24	First draft (SchoolPro model)	SR (AU)
Final – A	Autumn 2024	Trustees (RAR) to approve	RAR (AP)
Draft 02	Autumn 2025	Moved to central model template. Contact email address changed to DPO@schoolpro.uk Appendix B added to show updates following new legislation Revised complaint handling section to reflect Section 164A DPA 2018 (as amended by DUAA 2025). Individuals must now submit complaints directly to the organisation.	SR (AU)

Document Version Control Log (SchoolPro)

Version	Date	Description of changes and person/organisation responsible
1.0	28/04/2021	Document created (SchoolPro TLC)
1.1	09/01/2022	Adjusted for Short text Page 2

1.2	17/10/2022	Text updated in 'Requesting Access to Your Personal Data' to reflect new DfE wording regarding data subject rights. Bullet point list has been updated as well as introductory text to the list. (SchoolPro TLC)
1.3	17/10/2022	SchoolPro TLC contact email updated from GDPR@schoolpro.uk to DPO@schoolpro.uk. (SchoolPro TLC)
1.4	30/08/2024	Updates made to three sections as per the DfE template updates. Updates as follows: - Requesting access to your personal data - replaced entire section with new text (SchoolPro TLC)
	31/10/2025	Revised complaint handling section to reflect Section 164A DPA 2018 (as amended by DUAA 2025). Individuals must now submit complaints directly to the organisation.

Vision & Values

As one organisation, our vision for Grove Learning Trust is unapologetically bold. We are all about **creating remarkable futures.** For our children, our people, our places of work, we want the very best. We know that strong connections will enable us to achieve our vision, in a world where purposeful collaboration, based on mutual respect and trust, helps us to achieve more together.

Trust >> Connect >> Collaborate

Our policies underpin our vision and set out clearly our expectations of each other.

Privacy Notice (How We Use Visitor Information)

This Privacy Notice for visitors explains how and why we store personal information about those who visit the school. It provides a guide to our legal obligations and their own rights. Like any organisation which handles personal data, our school is the 'Data Controller' as such, we are registered with the ICO (Information Commissioner's Office) and we comply with UK General Data Protection Regulation (UK GDPR). Our ICO registration number is ZB150838.

The Categories of Visitor Information That We Process

We process the following personal information from visitors:

- Name, address, telephone number
- Organisation / employer (where applicable)
- Car registration (where applicable)
- DBS information (where applicable)

Why We Collect and Use Visitor Information

We use visitor data to:

- Ensure the safeguarding of young people and vulnerable adults
- Maintain high standards of health and safety

Under the UK General Data Protection Regulation (UK GDPR), the legal basis / bases we rely on for processing personal information for general purposes are:

(6c) A Legal obligation: the processing is necessary for us to comply with the law.

(6e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

The lawful bases for processing personal data are set out in Article 6 of the UK General Data Protection Regulation.

Storing Visitor Information

We hold data securely for the set amount of time shown in our data retention schedule. For more information on our data retention schedule and how we keep your data safe, please see our Data Protection Policy and our Records Management (Data Retention) policy by visiting www.grovelearningtrust.co.uk

Who We share Visitor Information With

We do not share visitor information with third parties unless we are legally required to do so.

Requesting Access to Your Personal Data

The UK-GDPR gives you certain rights about how your information is collected and used. To make a request for your personal information, contact admin@grovelearningtrust.co.u

You also have the following rights:

- the right to be informed about the collection and use of your personal data – this is called 'right to be informed'.
- the right to ask us for copies of personal information we have about you – this is called 'right of access', this is also known as a subject access request, data subject access request or right of access request.
- the right to ask us to change any information you think is not accurate or complete – this is called 'right to rectification'.
- the right to ask us to delete your personal information – this is called 'right to erasure'
- the right to ask us to stop using your information – this is called 'right to restriction of processing'.
- the 'right to object to processing' of your information, in certain circumstances
- rights in relation to automated decision making and profiling.
- the right to withdraw consent at any time (where relevant).
- the right to complain to the Information Commissioner if you feel we have not used your information in the right way.

There are legitimate reasons why we may refuse your information rights request, which depends on why we are processing it. For example, some rights will not apply:

- right to erasure does not apply when the lawful basis for processing is legal obligation or public task.
- right to portability does not apply when the lawful basis for processing is legal obligation, vital interests, public task or legitimate interests.
- right to object does not apply when the lawful basis for processing is contract, legal obligation or vital interests. And if the lawful basis is consent, you don't haven't the right to object, but you have the right to withdraw consent.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office.

Alternatively, you can contact our Data Protection Officer which is SchoolPro TLC Ltd via DPO@schoolpro.uk.

Under Section 164A of the Data Protection Act 2018, you have a statutory right to complain if you believe your personal data has been handled inappropriately.

If you wish to raise a concern about how we process your personal data, please contact us directly at **DPO@schoolpro.uk**. We will acknowledge your complaint within 30 days of receipt and take appropriate steps to investigate and respond without undue delay.

If you are not satisfied with our response, you may escalate your complaint to the Information Commission at: **Information Commissioner's Office**

For further information on how to request access to personal information held centrally by the Department for Education (DfE), please see the 'How Government uses your data' section of this notice.

Relevant Legislation

Data (Use and Access) Act 2025

Review

We may need to update this privacy notice periodically so we recommend that you revisit this information from time to time. This version was last updated **November 2024.**

Contact

If you would like to discuss anything in this privacy notice, please contact **DPO@schoolpro.uk**

Appendix A - Updates from the Data (Use and Access) Act 2025

- New rights under Automated Decision-Making (ADM): Individuals have the right to be informed about ADM, challenge decisions, and request human intervention.
- Recognised Legitimate Interests: A new lawful basis for processing personal data in defined contexts, especially for SMEs and public bodies.
- Subject Access Requests (SARs): Introduction of 'reasonable and proportionate' search scope and a 'stop-the-clock' provision for complex requests.
- Enhanced Protections for Children's Data: Stronger requirements for consent and privacy notices in digital services involving children.
- Internal Complaints Handling Requirement: From June 2026, organisations must maintain a formal internal data protection complaints process with a 30-day response and 3-month resolution timeline.