



Entrust Website Data Privacy Notice

Protecting your Personal Information – Your Rights, Our Responsibilities

Who We Are

Entrust supports educational establishments across England to improve learning outcomes.

Entrust works in partnership with schools, academy trusts and Local Authorities to provide specialist expertise, ensuring every child and young person:

- receives a good education
- is in a safe and healthy environment
- is given expert guidance to realise their full potential

Entrust offers a wide range of services to the public, private and education sectors.

Our Registered Address is:

Entrust Support Services Limited
The Riverway Centre
Riverway
Stafford
ST16 3TH

Company House no: 4440463
Company VAT no: GB618184140

ICO Registration Number: ZA010657

Data Protection Officer :

Jenny Coombs
30 Berners Street
London W1T 3LR
jenny.coombs@capita.co.uk

Entrust is committed to protecting and respecting your privacy:

This Privacy Notice ensures that users of our Services are fully informed about what information we collect, how we use it, the conditions under which we may disclose it to others, how long we hold it for and how we keep it secure.

This Notice may be updated in line with changes to our processing or updates to relevant legislation.

Any questions regarding this Notice and/or our Privacy practices, can be sent by email to enquiries@entrust-ed.co.uk , calling 0333 300 1900 or by writing to :

**The Information Security Manager
Entrust Support Services Limited**

The Riverway Centre
Riverway
Stafford
ST16 3TH

The Data Protection Act 2018 and the General Data Protection Regulation (GDPR) give rights to Data Subjects :

- The Right to be informed of why and how we process information
- The Right to see or have a copy of the information we hold on you
- The Right to have any incorrect information updated and put right
- The Right to deletion of information once we have no right to hold it
- The Right to restrict processing and withdraw consent under certain circumstances
- The Right to request information in various formats
- The Right to complain about any unwarranted processing
- Rights in relation to automated decision making and profiling

How do we collect information?

We obtain information about individuals in order to provide the services that we deliver. This may be by secure electronic means, verbally or via hard copy format.

Partners that we work with may also collect information on our behalf. This may be collected and/or shared via secure electronic means, verbally or via hard copy format.

We also collect information via this website by use of the 'Get in Touch' Form. This data will only be held for as long as we need it to process your enquiry and will not be used for any other purpose. This site also uses cookies – small text files that are placed on your device to help the site provide a better user experience. In general, cookies are used to retain user preferences and to provide anonymised tracking data to third party applications like Google Analytics. Cookies will make your browsing experience better. However, you may prefer to disable cookies on this site.

What type of personal information may be collected?

- Name, address, date of birth, aliases, contact details
- Communications Information, ie preferred language, hearing difficulties
- Accommodation status, education history, lifestyle information
- Thinking and behavioural information
- Details of any drug or alcohol dependency
- Information about family circumstances

- Relationships
- Information about your use of our websites and portals including details of your visits such as pages viewed and resources you may have accessed
- Information provided voluntarily by you
- Information that you provide when you communicate with us by any means

We may also collect, store and use the following ‘special categories’ of more sensitive personal information:

- Information about your race or ethnicity, religious belief and sexual orientation
- Information about your health, including medical condition and emotional wellbeing
- Information about criminal convictions and offences
- Any risk issues

How do we use the information?

- Information collected is used to enable us to provide the services that we offer
- We share anonymised data with regulatory bodies who monitor how we carry out our duties
- We may share some information with other providers who help us to provide our Services
- We share information with other third parties as required contractually
- For our internal record keeping requirements
- To improve our services
- To protect the individuals that we work with in line with Safeguarding, ie Social Services, Law Enforcement Agencies

Who has access to your information?

- Only relevant authorised individuals within Entrust will have access to your data
- We do not sell your information to any third party
- We only share with third parties where there is a legal reason to do so

Children’s Data:

Entrust are concerned to protect the privacy of all individuals we work with, and also of children aged 13 and under. We will check that an establishment (ie school, college) has gained consent from a parent or guardian before we process any information related to anyone aged 13 or under.

However, under certain circumstances, ie in relation to the investigation of a crime, or for the protection of an individual, we will share relevant information in line with our legal requirements and responsibilities.

Transferring Information outside of Europe:

Entrust does not transfer any personal data outside of Europe.

Third Party Links:

On occasion we may include links to third parties on this website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data.

How to get a copy of the information we hold on you:

Under Data Protection requirements, you have the right to make a 'Subject Access Request' to receive copies of the information we hold on you. You can :

- Complete the 'Get in Touch' form or send a written request to the Data Protection Officer at the address above or via email at enquiries@entrust-ed.co.uk
- You must provide your full name
- You must provide an address to which the information needs to be sent – this can be a postal address or via an email address
- You can stipulate in what format you wish the information to be provided
- This disclosure is free

Entrust will require suitable identification of the data subject if the request is submitted from a third party or if we need to confirm the authenticity of the request.

Entrust has 28 days in which to provide you with any information that you request. If your request is likely to fall outside of that time limit, we will discuss options with you.

What is non-accessible information?

We shall be as open and transparent as we can about the information we hold on you. However there are certain restrictions on what we can legally provide you with. For example, we will not give you information :

- About other people
- That needs the permission of the person(s) who gave it to us
- That may cause harm to you or another person

We will inform you if there is any information that we cannot share with you.

What if you are not happy with what is happening with the information we hold on you?

You can contact us via the Information Security Manager as above, or by email at enquiries@entrust-ed.co.uk.

We will carry out an investigation into your concerns and liaise with you in relation to the results of that investigation.

If you are still not happy with how we are processing your information, you can write to the Information Commissioner's Office at :

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone : 01625 545745

Or via their website at www.ICO.org.uk

Review of this Notice:

This Notice is kept under regular review. This was last updated in June 2019.