

Privacy Notice

Outdoor Education

V4 05 05 2021

Entrust Support Services Limited is a provider of education support services to schools, local authorities, and government. This Privacy Notice explains how we use any personal information we collect about you when you engage with our services.

The purpose of the processing

We collect data for the purpose of providing the service delivery of outdoor education, including health, safety, and safeguarding needs.

The lawful basis for the processing

When we collect personal data about you, either from you directly or belonging to you and obtained from other sources e.g. school, establishment, or parents, we will often store that data on Entrust secure systems. Our systems are Cyber Essentials Plus certified and we also hold the ISO27001 certification.

The legal basis for us using and storing your personal data falls predominantly under legitimate interests, primarily so that we can fulfil our function as a service provider, ensuring the health, safety, and wellbeing of service users.

The categories of personal data obtained

- name,
- address,
- contact details,
- date of birth,
- next of kin,
- known medical conditions.

CCTV

We utilise CCTV at some of our sites to capture imagery in selected outdoor areas for the purposes of safety, prevention of disorder or crime and for the protection of health and wellbeing. We follow strict Data Protection and Privacy laws and follow our internal Policies and Procedures.

The retention periods for the personal data

We may retain the information we hold for a period of time, typically for up to six years beyond the year in which we collect and use the data but longer where there is a requirement to do so e.g. when the information is in relation to a looked-after child. All data retention is in line with Data Protection and Privacy laws and in line with our internal Policies and Procedures.

The rights available to individuals in respect of the processing

Under the Data Protection Act 2018, you have the right to request a copy of the data we hold or to have that data amended, updated and/or removed in line with requirements. If you would like a copy of some or all your personal information, please email enquiries@entrust-ed.co.uk or write to us at the address below.

We want to make sure that your personal information is accurate and up to date. You can ask us to correct or remove information you think is inaccurate.

Should you wish to transfer to another provider we will provide relevant information we hold on you in a transferrable format. You can request this by emailing enquiries@entrust-ed.co.uk

The recipients or categories of the personal data

We may share relevant information about you to our nominated service suppliers and sub-contractors but only in order that they can fulfil their requirements in delivering the services to be supplied as part of your booking. You will always be informed of any sharing that takes place.

We would like to send you information about products and services of ours which may be of interest to you. You can opt in to this feature or ask for personal data to stop being recorded at any time by emailing enquiries@entrust-ed.co.uk or by writing to us at the address below.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. The information is used to track visitor use of our website and to compile statistical reports on website activity. For further information visit <http://www.aboutcookies.org.uk> or www.allaboutcookies.org. You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. In a few cases, however, some of our website features may not function as a result.

Making a complaint

You have the right to make a complaint in relation to how your personal data is being processed. If this is something you would like to do, then please initially contact us at enquiries@entrust-ed.co.uk. If we do not respond within 30 days and you wish to complain to the Information Commissioners Office, then you can do so by sending correspondence to:

ICO Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF
Tel: 0303 123 1113
or e-mail at <https://ico.org.uk/global/contact-us/email/>

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 05 May 2021.

Current revision available from <https://www.entrustoutdoors.co.uk/downloads-for-leaders>

Contact

If you would like to discuss anything in this privacy notice, please use the contact details below:

Name and contact details of our organisation and service:

Entrust Support Services
Riverway Centre
Riverway
Stafford

ST16 3TH

Email: enquiries@entrust-ed.co.uk

Telephone: 0333 300 1900

Name and Contact Details of our Service Representative:

Chris Dillon, Head of Service

Contact Details for the Entrust Data Protection Officer:

Entrust Support Services

Riverway Centre

Riverway

Stafford

ST16 3TH

Email: enquiries@entrust-ed.co.uk

Telephone: 0333 300 1900