

# Privacy notice for visitors



**Manor Hall**  
Academy Trust

# Contents

1. Introduction .....	2
2. The personal data we hold .....	2
3. Why we use this data.....	2
4. Our lawful basis for using this data.....	3
5. Collecting this data .....	4
6. How we store this data .....	4
7. Who we share data with .....	5
8. Your rights .....	5
9. Complaints.....	6
10. Contact us.....	6

---

## 1. Introduction

Under data protection law, individuals have a right to be informed about how our trust uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **visitors to one of the Trusts site**.

Our trust, Manor Hall Academy Trust, is the 'data controller' for the purposes of data protection law.

Our data protection officer is Kate Staples (see 'Contact us' below).

## 2. The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to:

- Name
- Contact details
- Information relating to the visit, e.g. company or organisation name, arrival and departure time, car number plate

We may also collect, use, store and share (when appropriate) information about you that falls into "special categories" of more sensitive personal data. This includes, but is not restricted to:

- Information about any access arrangements that may be required
- Photographs for identification purposes
- CCTV images captured in school

We may also hold data about you that we have received from other organisations, including other schools and social services.

## 3. Why we use this data

We use the data listed above to:

- a) Identify you and keep you safe while on the school site
- b) Keep pupils and staff safe
- c) Maintain accurate records of visits to the school

- d) Provide appropriate access arrangements

Where you have given us consent to do so, we may send you marketing information by email or text promoting school events, campaigns, charitable causes or services that may be of interest to you.

You can withdraw consent or 'opt out' of receiving these emails and/or texts at any time by clicking on the 'Unsubscribe' link at the bottom of any such communication, or by contacting us (see 'Contact us' below).

We do not currently process any personal data through automated decision making or profiling. If this changes in the future, we will amend any relevant privacy notices in order to explain the processing to you, including your right to object to it.

## 4. Our lawful basis for using this data

We only collect and use personal information, as highlighted in section 3 above, about you when the law allows us to.

Please see the following for relevant legislation;

- <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/legal-obligation/>
- <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/public-task/>

Most commonly, we use it where we need to:

- Comply with a legal obligation
- Carry out a task in the public interest
- When you have given us consent to use it in a certain way
- To fulfil a contract we have entered into with you

Less commonly, we may also use personal information about you where:

- You have given us consent to use it in a certain way
- We need to protect your vital interests (or someone else's interests)
- We have legitimate interest in processing the data

To process special category data we need an additional lawful basis. We will process

special category data most commonly where:

- We have your explicit consent
- The processing is necessary under social security or social protection law
- We need to perform or exercise an obligation or right in relation to employment, social security or social protection law
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for the establishment, exercise or defence of legal claims
- We need to process it for reasons of substantial public interest as defined in legislation

- We need to process it for health or social care purposes, and the processing is done by, or under the direction of, a health or social work professional or by any other person obliged to confidentiality under law
- We need to process it for public health reasons, and the processing is done by, or under the direction of, a health professional or by any other person obliged to confidentiality under law
- We need to process it for archiving purposes, scientific or historical research purposes, or for statistical purposes, and the processing is in the public interest

For criminal offence data, we will only collect and use it when we have both a lawful basis, as set out above, and a condition for processing as set out in data protection law. Conditions include:

- We have obtained your consent to use it in a specific way
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for, or in connection with, legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of legal rights
- We need to process it for reasons of substantial public interest as defined in legislation

Where you have provided us with consent to use your data, you may withdraw this consent at any time. We will make this clear when requesting your consent and explain how you go about withdrawing consent if you wish to do so.

Some of the reasons listed above for collecting and using personal information about you overlap, and there may be several grounds which justify the Trust's use of your data.

## 5. Collecting this data

While the majority of information we collect about you is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.

Most of the data we hold about you will come from you, but we may also hold data about you from:

- Local authorities
- Government departments or agencies
- Police forces, courts, tribunals

## 6. How we store this data

We keep personal information about you while you are visiting our school. We may also keep it beyond your visit with our school if this is necessary. Our record retention schedule/records management policy sets out how long we keep information about visitors. If you wish to see a copy of these then please contact [dpo@manorhall.academy](mailto:dpo@manorhall.academy)

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will dispose of your personal data securely when we no longer need it.

## 7. Who we share data with

We do not share information about you with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law), we may share personal information about you with:

- The local authority– to meet our legal obligations to share certain information with it, such as safeguarding concerns
- Government departments or agencies
- Regulatory bodies
- Suppliers and service providers
- Our auditors
- Survey and research organisations
- Health authorities
- Security organisations
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals

Where we transfer your personal data to a country or territory outside the UK, we will do so in accordance with data protection law.

In cases where we have to set up safeguarding arrangements to complete this transfer, you can get a copy of these arrangements by contacting us.

## 8. Your rights

You have a right to make a 'subject access request' to gain access to personal information that we hold about you.

If you make a subject access request, and if we do hold information about you, we will (subject to any exemptions that may apply):

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact us (see 'Contact us' below).

Under data protection law, you have certain rights regarding how your personal data is used and kept safe. For example, you have the right to:

- Object to our use of your personal data
- Prevent your data being used to send direct marketing

- Object to and challenge the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected
- In certain circumstances, have the personal data we hold about you deleted or destroyed, or restrict its processing
- In certain circumstances, be notified of a data breach
- Make a complaint to the Information Commissioner's Office
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact us (see 'Contact us' below).

## 9. Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/make-a-complaint/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## 10. Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**:

Kate Staples

[dpo@manorhall.academy](mailto:dpo@manorhall.academy)

Manor Hall Academy Trust, Marcus House, Park Hall Business Village, Longton, Stoke on Trent ST3 5XA

However, our **data protection lead's** has day-to-day responsibility for data protection issues in our schools and can be contacted below.

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact them:

Chaselea Alternative Provision Academy	Jon Seymour; j.seymour@chaseleapru.staffs.sch.uk
Cicely Haughton School	Karen Rutter; karen@cicelyhaughton.staffs.sch.uk
Loxley Hall School	Cal Challinor; c.challinor@loxley.manorhall.academy
The Meadows School and Springfield School	Melanie Williams; melanie.williams@themeadows.manorhall.academy
Merryfield	Josie Atkins; bursar@merryfields.staffs.sch.uk
Rocklands	Phil Clayton; bursar@rocklands.manorhall.academy
Shenstone Lodge and The Braids	Maggie Hunter; Maggie.hunter@shenstonelodge.co.uk
Castlewood	David Willisroft; d.willisroft@castlewoodschool.co.uk

Bailey Street Alternative Provision Academy	Victoria Pinkney; v.pinkney@baileystreet.manorhall.academy
Adelaide School, Adelaide Heath, Finch Woods Academy	Becky Pendlebury; rpendlebury@adelaideschool.net
Oakfield Lodge	Sian Nixon; bursar@oakfieldlodge.cheshire.sch.uk