



Fast Progress Tuition Privacy Policy

LAST UPDATED: MARCH 2022

Fast Progress Tuition
07379843232



THIS POLICY APPLIES TO Fast Progress Tuition.

1. WHO WE ARE?

Any reference to "FPT" in this privacy notice refers to Fast Progress Tuition Ltd.

FPT is a limited company (company number 12219237).

FPT is a specialist education centre for children who suffer from Emotionally-Based FPT Absence (EBSA). We build confidence, self-esteem and resilience in a controlled educational setting

2. WHAT THIS PRIVACY NOTICE IS FOR

This policy is intended to provide information about how FPT will use (or "process") personal data about individuals including: its current, past and prospective staff; its current, past and prospective pupils; their parents, carers or guardians (referred to in this policy as "parents"); suppliers and contractors; donors, friends and supporters; and other individuals connected to or visiting FPT.

This information is provided because Data Protection Law gives individuals rights to understand how their data is used. Staff, parents, pupils and others are all encouraged to read this Privacy Notice and understand the FPT's's obligations to its entire community.

This Privacy Notice applies alongside any other information FPT may provide about a particular use of personal data, e.g. when collecting data via an online or paper form.

This Privacy Notice also applies in addition to the FPT's other relevant terms and conditions and policies, including:

- any contract between FPT and its staff or the parents of pupils;
- the FPT's policy on taking, storing and using images of children;
- the FPT's CCTV
- the FPT's retention of records policy;



- the FPT's Safeguarding, Health and Safety policies, including as to how concerns or incidents are recorded; and
- the FPT's IT policies, including its Acceptable Use policy and Online Safety policy.

Anyone who works for, or acts on behalf of, the FPT (including staff, volunteers, governors and service providers) should also be aware of and comply with this Privacy Notice, which also provides further information about how personal data about those individuals will be used.

3. RESPONSIBILITY FOR DATA PROTECTION

FPT has appointed the Finance Director as its Information and Privacy Officer, who will deal with your requests and enquiries concerning the FPT's uses of your personal data (see section on Your Rights below) and endeavour to ensure that all personal data is processed in compliance with this policy and Data Protection Law.

If you have any questions regarding your personal data or its use, please contact the Information and Privacy Officer by email at sclark@fastprogress tuition.com; by telephone at 01268 682422; or by post at 1 Vikings Way, Canvey Island, Essex, SS8 0PB.

4. WHY THE FPT NEEDS TO PROCESS PERSONAL DATA

In order to carry out its ordinary duties to staff, pupils and parents, FPT needs to process a wide range of personal data about individuals (including current, past and prospective staff, pupils or parents) as part of its daily operation.

Some of this activity FPT will need to carry out in order to fulfil its legal rights, duties or obligations – including those under a contract with its staff, or parents of its pupils.

Other uses of personal data will be made in accordance with the FPT's legitimate interests, or the legitimate interests of another, provided that these are not outweighed by the impact on individuals, and provided it does not involve special or sensitive types of data.



FPT expects that the following uses will fall within that category of its (or its community's) '**legitimate interests**':

- for the purposes of pupil selection and admission to FPT (and to confirm the identity of prospective pupils and their parents);
- to provide education services, , physical training or spiritual development, career services, and co-curricular activities to pupils, and monitoring pupils' progress and educational needs;
- maintaining relationships with alumni and the FPT community, including direct marketing or fundraising activity;
- for the purposes of donor due diligence, and to confirm the identity of prospective donors and their background and relevant interests. We may analyse publicly available information about potential donors so that we can make appropriate requests;
- for the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law (such as tax, diversity or gender pay gap analysis);
- to enable relevant authorities to monitor the FPT's performance and to intervene or assist with incidents as appropriate;
- to give and receive information and references about past, current and prospective pupils, including relating to outstanding fees or payment history, to/from any educational institution that the pupil attended or where it is proposed they attend; and to provide references to potential employers of past pupils;
- to enable pupils to take part in national or other assessments, and to publish the results of public examinations or other achievements of pupils of the FPT;
- to safeguard pupils' welfare and provide appropriate pastoral care;
- to monitor (as appropriate) use of the FPT's IT and communications systems in accordance with the FPT's IT Acceptable Use policy;
- to make use of photographic and video images of pupils in FPT publications, on the FPT website and (where appropriate) on the FPT's social media channels in accordance with the FPT's policy on taking, storing and using images of children;
- for security purposes, including CCTV in accordance with the FPT's CCTV policy;

- to carry out or cooperate with any FPT or external complaints, disciplinary or investigation process; and
- where otherwise reasonably necessary for the FPT's purposes, including to obtain appropriate professional advice and insurance for the FPT.

In addition, FPT will on occasion need to process **special category personal data** (concerning health, ethnicity, religion or sexual life) or criminal records information (such as when carrying out DBS checks) in accordance with rights or duties imposed on it by law, including as regards safeguarding and employment, or from time to time by explicit consent where required. These reasons will include:

- to safeguard pupils' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition or other relevant information where it is in the individual's interests to do so: e.g. for medical advice, for social protection, safeguarding, and cooperation with police or social services, for insurance purposes or to caterers or organisers of FPT trips who need to be made aware of dietary or medical needs;
- to provide educational services in the context of any special educational needs of a pupil;
- to provide spiritual education in the context of any religious beliefs;
- in connection with employment of its staff, e.g. DBS checks, welfare, union membership or pension plans;
- as part of any FPT or external complaints, disciplinary or investigation process that involves such data, e.g. if there are SEND, health or safeguarding elements; or
- for legal and regulatory purposes (e.g. child protection, diversity monitoring and health and safety) and to comply with its legal obligations and duties of care.



5. TYPES OF PERSONAL DATA PROCESSED BY FPT

This will include by way of example:

- names, addresses, telephone numbers, e-mail addresses and other contact details;
- car details (about those who use our car parking facilities);
- bank details and other financial information, e.g. about parents who pay fees to FPT;
- past, present and prospective pupils' academic, disciplinary, admissions and attendance records (including information about any special needs), and examination scripts and marks;
- personnel files, including in connection with employment or safeguarding;
- where appropriate, information about individuals' health and welfare, and contact details for their next of kin;
- references given or received by the FPT about pupils, and relevant information provided by previous educational establishments and/or other professionals or organisations working with pupils;
- correspondence with and concerning staff, pupils and parents past and present; and
- images of pupils (and occasionally other individuals) engaging in FPT activities, and images captured by the FPT's CCTV system (in accordance with the FPT's policy on taking, storing and using images of children);

6. HOW FPT COLLECTS DATA

Generally, FPT receives personal data from the individual directly (including, in the case of pupils, from their parents). This may be via a form, or simply in the ordinary course of interaction or communication (such as email or written assessments).

However in some cases personal data will be supplied by third parties (e.g. another FPT, or other professionals or authorities working with that individual); or collected from publicly available resources.

7. WHO HAS ACCESS TO PERSONAL DATA AND WHO FPT SHARES IT WITH

Occasionally, the FPT will need to share personal information relating to its community with third parties, such as:

- professional advisers (e.g. lawyers, insurers, PR advisers and accountants);
- government authorities (e.g. HMRC, DfE, police or the local authority); and
- appropriate regulatory bodies (e.g. Local Authority)
- educational agents who may act as intermediaries between parents and FPT
- Examination boards
- Stage 3 complaints panels which will include independent panel members
- Appropriate contractors such as visiting music teachers

For the most part, personal data collected by FPT will remain within FPT, and will be processed by appropriate individuals only in accordance with access protocols (i.e. on a 'need to know' basis). Particularly strict rules of access apply in the context of:

- medical records held and accessed by appropriate staff under his/her supervision, or otherwise in accordance with express consent; and
- pastoral or safeguarding files.

FPT needs to process such information to comply with statutory duties and to keep pupils and others safe, but the FPT will ensure only authorised staff can access information on a need-to-know basis. This may include wider dissemination if needed for FPT trips or for catering purposes. Express consent will be sought where appropriate.

A certain amount of any SEND pupil's relevant information will need to be provided to staff more widely in the context of providing the necessary care and education that the pupil requires.

Staff, pupils and parents are reminded that FPT is under duties imposed by law and statutory guidance (including Keeping Children Safe in Education) to record or report incidents and concerns that arise or are reported to it, in some cases regardless of whether they are proven, if they meet a certain threshold of seriousness in their nature or regularity. This is likely to include file notes on personnel or safeguarding files, and in some cases referrals to relevant authorities such as the Local Authority



Designated Officer or police. For further information about this, please view the FPT's Safeguarding Policy.

Finally, in accordance with Data Protection Law, some of the FPT's processing activity is carried out on its behalf by third parties, such as IT systems, web developers or cloud storage providers. This is always subject to contractual assurances that personal data will be kept securely and only in accordance with the FPT's specific directions.

8. HOW LONG WE KEEP PERSONAL DATA

FPT will retain personal data securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. Typically, the legal recommendation for how long to keep ordinary staff and pupil personnel files is up to 7 years following departure from FPT, or when a former pupil reaches 25 years of age, if later. However, incident reports and safeguarding files will need to be kept much longer, in accordance with specific legal requirements. Currently, we retain pupil and staff files, given the ongoing Independent Inquiry into Child Sexual Abuse, until the Inquiry is concluded.

If you have any specific queries about how our retention policy is applied, or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Information and Privacy Officer at FPT. However, please bear in mind that FPT will often have lawful and necessary reasons to hold on to some personal data even following such request.

A limited and reasonable amount of information will be kept for archiving purposes, e.g.; and even where you have requested we no longer keep in touch with you, we will need to keep a record of the fact in order to fulfil your wishes (called a "suppression record").

Our data retention policy details the periods of time that we will retain personal data.

9. KEEPING IN TOUCH AND SUPPORTING FPT

FPT will use the contact details of parents, and other members of the FPT community to keep them updated about the activities of FPT, or alumni and parent events of interest, including by sending updates and newsletters, by email and by post. Unless the relevant individual objects, the FPT will also:

- share personal data about parents as appropriate, with organisations set up to help establish and maintain relationships with the FPT community.
- contact parents (including via the organisations above) by post and email in order to promote and raise funds for the FPT and, where appropriate, other worthy causes;



- collect information from publicly available sources about parents' and former pupils' occupation and activities, in order to maximise the FPT's fundraising potential.
- should you wish to limit or object to any such use, or would like further information about them, please contact the Information and Privacy Officer in writing. You always have the right to withdraw consent, where given, or otherwise object to direct marketing or fundraising. However, FPT is nonetheless likely to retain some of your details (not least to ensure that no more communications are sent to that particular address, email or telephone number).

10. YOUR RIGHTS

Rights of access, etc.

Individuals have various rights under Data Protection Law to access and understand personal data about them held by the FPT, and in some cases ask for it to be erased or amended or have it transferred to others, or for the FPT to stop processing it – but subject to certain exemptions and limitations.

Any individual wishing to access or amend their personal data, or wishing it to be transferred to another person or organisation, or who has some other objection to how their personal data is used, should put their request in writing to the FPT's Information and Privacy Officer.

FPT will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits (which is one month in the case of requests for access to information).

FPT will be better able to respond quickly to smaller, targeted requests for information. If the request for information is manifestly excessive or similar to previous requests, FPT may ask you to reconsider, or require a proportionate fee (but only where Data Protection Law allows it).

Requests that cannot be fulfilled

You should be aware that the right of access is limited to your own personal data, and certain data is exempt from the right of access. This will include information which identifies other individuals (and parents need to be aware this may include their own children, in certain limited situations; please see further below), or information which is subject to legal privilege (e.g. legal advice given to or sought by FPT, or documents prepared in connection with a legal action).

FPT is also not required to disclose any pupil examination scripts (or other information consisting solely of pupil test answers), provide examination or other test

marks ahead of any ordinary publication, nor share any confidential reference given by FPT itself for the purposes of the education, training or employment of any individual.

You may have heard of the "right to be forgotten". However, we will sometimes have compelling reasons to refuse specific requests to amend, delete or stop processing your (or your child's) personal data: e.g. a legal requirement, or where it falls within a legitimate interest identified in this Privacy Notice. All such requests will be considered on their own merits.

Requests by or on behalf of pupils

Pupils can make subject access requests for their own personal data, provided that, in the reasonable opinion of FPT, they have sufficient maturity to understand the request they are making (see section 'Whose Rights?' below). A pupil of any age may ask a parent or other representative to make a subject access request on his/her behalf.

Indeed, while a person with parental responsibility will generally be entitled to make a subject access request on behalf of younger pupils, the law still considers the information in question to be the child's: for older pupils, the parent making the request may need to evidence their child's authority for the specific request.

KS4 students are generally assumed to have this level of maturity, although this will depend on both the child and the personal data requested, including any relevant circumstances at home- that being said, each case will be assessed on a case by case basis, and will depend on the child and the circumstances.

Parental requests, etc.

It should be clearly understood that the rules on subject access are not the sole basis on which information requests are handled. Parents may not have a statutory right to information, but they and others will often have a legitimate interest or expectation in receiving certain information about pupils without their consent. FPT may consider there are lawful grounds for sharing with or without reference to that pupil.

Parents will in general receive educational and pastoral updates about their children, in accordance with the Parent Contract. Where parents are separated, FPT will in most cases aim to provide the same information to each person with parental responsibility, but may need to factor in all the circumstances including the express wishes of the child.

All information requests from, on behalf of, or concerning pupils – whether made under subject access or simply as an incidental request – will therefore be considered on a case by case basis.



Consent

Where FPT is relying on consent as a means to process personal data, any person may withdraw this consent at any time (subject to similar age considerations as above). Examples where we do rely on consent are: certain types of uses of images, certain types of fundraising activity or market research. Please be aware however that FPT may not be relying on consent but have another lawful reason to process the personal data in question even without your consent.

That reason will usually have been asserted under this Privacy Notice, or may otherwise exist under some form of contract or agreement with the individual (e.g. an employment or parent contract, or because a purchase of goods, services or membership of an organisation such as an alumni or parents' association has been requested).

Whose rights?

The rights under Data Protection Law belong to the individual to whom the data relates. However, FPT will often rely on parental authority or notice for the necessary ways it processes personal data relating to pupils – e.g. under the parent contract, or via a form. Parents and pupils should be aware that this is not necessarily the same as FPT relying on strict consent (see section on Consent above).

Where consent is required, it may in some cases be necessary or appropriate – given the nature of the processing in question, and the pupil's age and understanding – to seek the pupil's consent. Parents should be aware that in such situations they may not be consulted, depending on the interests of the child, the parents' rights at law or under their contract, and all the circumstances.

In general, FPT will assume that pupils' consent is not required for ordinary disclosure of their personal data to their parents, e.g. for the purposes of keeping parents informed about the pupil's activities, progress and behaviour, and in the interests of the pupil's welfare. That is unless, in the FPT's opinion, there is a good reason to do otherwise.

However, where a pupil seeks to raise concerns confidentially with a member of staff and expressly withholds their agreement to their personal data being disclosed to their parents, FPT may be under an obligation to maintain confidentiality unless, in FPT's opinion, there is a good reason to do otherwise; e.g. where FPT believes disclosure will be in the best interests of the pupil or other pupils, or if required by law.

Pupils are required to respect the personal data and privacy of others, and to comply with the FPT's policies (including the IT Acceptable Use policy) and the FPT rules. Staff are under professional duties to do the same covered under the relevant staff policies.



11. DATA ACCURACY AND SECURITY

FPT will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must please notify FPT's Information and Privacy Officer or the HR/payroll department of any significant changes to important information, such as contact details, held about them.

An individual has the right to request that any out-of-date, irrelevant or inaccurate or information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law): please see above for details of why the FPT may need to process your data, of who you may contact if you disagree.

FPT will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to FPT systems. All staff will be made aware of this policy and their duties under Data Protection Law and receive relevant training.

12. THIS POLICY

FPT will update this Privacy Notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

13. QUERIES AND COMPLAINTS

Any comments or queries on this policy should be directed to the FPT's Information and Privacy Officer using the contact details set out in the 'Responsibility for Data Protection' section above.

If an individual believes that FPT has not complied with this policy or acted otherwise than in accordance with Data Protection Law, they should utilise the FPT complaints / grievance procedure and should also notify the FPT's Information and Privacy Officer. You can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with the FPT before involving the regulator.