Privacy Notice for Visitors
How we use your information

2026/27

Who are we?
Radford Semele C of E Primary School is the 'data controller'. This means we are responsible for how your personal information is processed and for what purposes.

Radford Semele C of E Primary School is registered as the Data Controller with the Information Commissioner's Office (ICO); Registration Number: **ZA 365273**

You can contact the school as the Data Controller in writing at:
Radford Semele C of E Primary
School Lane
Radford Semele
Leamington Spa
CV31 1TQ

or admin3152@welearn365.com

What is a Privacy Notice?
A Privacy Notice sets out to individuals how we use any personal information that we hold about them. We are required to publish this information by data protection legislation. This Privacy Notice explains how we process (collect, store, use and share) personal information about visitors.

What is Personal Information?
Personal information relates to a living individual who can be identified from that information. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

'Special category' personal information reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying an individual, data concerning health or data concerning a person's sex life or sexual orientation.

What personal information do we process about visitors?
The categories of visitor information that we collect, hold and share include:

- first name and surname;
- company/employer details (if applicable);
- photograph
- contact details and contact preferences;
- vehicle registration number (if applicable);
- details of visit – date, time of arrival, time left, etc…;

- details of any adjustments required to facilitate the visit;
- if a regular professional visitor, evidence that you hols and Enhanced Disclosure and Barring Service certificate (DBS).

We may also collect, hold and share the following 'special categories' of more sensitive personal information:

- information about your health and any relevant disabilities.

How is your personal information collected?
We collect personal information about visitors from the following sources:

- you, the visitor;
- any other person who may arrange/co-ordinate visits to the school.

We collect information when visitors sign into our school premises. This information is stored within our electronic signing in system. We may also collect information ahead of your visit to the school.

For what purposes do we use visitors' personal information?
We will use your personal information to:

- confirm your identity;
- ensure you are safe during your visit to the school, for example, during building evacuations;
- maintain accurate records of visits to the school;
- keep pupils and staff safe;
- provide appropriate access arrangements;
- to ensure the security of the school site.

We need to process your personal data for the above detailed purposes. It is ultimately in our legitimate interests to process personal data during the visit and for keeping records of visitors. Actively managing this data allows the management of visitors to be efficient and to ensure the safety of all members of our school community, including visitors, and to maintain the security of the school premises.

If you fail to provide information when requested you may not be able to proceed with your visit to school.

Where provided to us, information about your disability status may be used in order to consider whether reasonable adjustments need to be made to facilitate your visit to the school.

Collecting visitor information
Collecting visitor data is essential for the school's operational use. Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Who might we share your information with?
We may share visitor information with:

- members of our staff who are involved in the visit in any capacity;
- the Local Authority;
- the provider of our electronic visitor sign in system;
- the Diocesan Board of Education (DBE).

Appropriate security measures have been put in place to prevent personal information being accidentally lost, used or accessed in an unauthorised way.

We will not share your data with third parties unless reasonably necessary:

- to effectively manage the visit to school;
- for health and safety or security purposes.

Any third party will only process personal information on our instructions and are subject to a duty of confidentiality.

Procedures are also in place deal with suspect data security breaches and you will be notified of a suspected breach where we have a legal obligation to do so.

Our lawful basis for processing your personal data
Our lawful basis for processing your personal data for the purposes listed above are:

- to comply with the law;
- to fulfil a public task;
- to protect yours or someone else's vital interests;
- for the purposes of substantial public interest;
- where we have asked for your consent to use your information.

What do we do with your information?
All personal information is held in a manner which is compliant with Data Protection legislation. Personal information is only processed for the purpose it was collected. The school monitors the personal information it processes and will only share personal information with a third party if it has a legal basis to do so.

How long do we keep your information for?
In retaining personal information, the school complies with the Retention Schedules provided by the Information Record Management Society. The schedules set out the Statutory Provisions under which the school are required to retain the information.

A copy of those schedules can be located using the following link:
http://irms.org.uk/page/SchoolToolkit

Transferring data internationally
We do not transfer data outside the European Economic Area (EEA).

What are your rights with respect of your personal information?
Under data protection law, visitors have the right to request access to information about them that we hold. To make a request for your personal information contact the School Data Protection Officer at Warwickshire Legal Services via email at schooldpo@warwickshire.gov.uk or alternatively;

School Data Protection Officer
Warwickshire Legal Services
Warwickshire County Council
Shire Hall
Market Square
Warwick
CV34 4RL

**Please ensure that you specify that your request relates to Radford Semele C of E Primary School.

You also have the right to:

- request the deletion or removal of personal data where there is no compelling reason for its continued processing;
- restrict the processing of your personal data in some circumstances, for example, permitting its storage but no further processing of the data;
- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- prevent processing for the purpose of direct marketing;
- object to decisions being taken by automated means;
- in certain circumstances, have inaccurate or incomplete personal data rectified, blocked, erased or destroyed;
- claim compensation for damages caused by a breach of the Data Protection regulations; and
- subject to the complaints procedure below, you have the right to complain to the ICO.

Data protection complaints
We are committed to handling your personal data in a way that is fair, transparent, and in accordance with the law. If you are unhappy with how we have handled your data, this process outlines how you can make a complaint.

How to make a complaint
If you have a complaint about how your data has been handled, please contact our Data Protection Lead or our Data Protection Officer. This will allow is to investigate and resolve the issue as quickly as possible. They can be contacted at:

- Data Protection Lead - admin3152@welearn365.com
- Data Protection Officer – schooldpo@warwickshire.gov.uk

When you contact us, please provide as much information as possible about your complaint. This will help us to understand the issue and investigate it thoroughly.

What to expect from us
We will acknowledge receipt of your complaint within 30 days. We will, without undue delay, take appropriate steps to respond to your complaint, including making appropriate enquiries.

Throughout the process, we will:

- keep you informed of our progress;
- request any additional information we may need from you in a timely and proportionate manner;
- provide you with a clear and comprehensive outcome of our investigation.

If you remain unhappy
If you are not satisfied with the outcome of your complaint, or if you feel we have not handled if appropriately, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection and information rights.

For more information about the ICO and their complaints process, you can visit their website at www.ico.org.uk.

Review

The content of this Privacy Notice will be reviewed in September 2027.