



## **Privacy Notice for Visitors**

### **How we use Visitor Information**

Under data protection law, individuals have a right to be informed about how the school 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.

Lumen Learning Trust is the 'Data Controller' for the purposes of data protection law.

As a public body as we have appointed Grow Education Partners Ltd as our Data Protection Officer (DPO). The responsible contact is David Coy (see contact us below)

### **The personal data we collect and hold**

We process data relating to those visiting our school. Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not limited to:

- Name;
- Company/Institution details;
- Vehicle registration details;
- Closed-circuit television Images (CCTV) images;
- Disclosure and Barring Service details;
- Photo ID.

### **Why we collect and use this data**

The purpose of collecting and processing this data is to help us run the school efficiently, including but not limited to:

- Fulfilling our legal obligations in relation to Keeping Children Safe in Education;
- Informing our operational procedures;
- Complying with the law regarding data sharing.

### **Our lawful basis for using this data**

This section contains information about the legal basis that we are relying on when handling your information. These are defined under Data Protection legislation and for personally identifiable information are:

- Processing is necessary to comply with the legal obligations of the school;
- Processing is necessary for tasks in the public interest or exercise of authority vested in the school (the provision of education).

### **How we store this data**

Your data will be stored in the paper visitor signing in/out book for one week and then held in a secure filing system for the duration of the current year + 6 years before being securely disposed of in accordance with our data retention schedule. A copy of this schedule can be obtained by contacting the Lumen Learning Trust Data Manager via [datamanager@lumenlearningtrust.co.uk](mailto:datamanager@lumenlearningtrust.co.uk).

### **Who we share information with**

In order for us to legally, effectively and efficiently function we are required to share data with appropriate third parties, including but not limited to:

- Ofsted - during a school inspection;
- Security organisations - to create a secure environment for all;
- Our auditors, to ensure our compliance with our legal obligations;
- Public bodies, such as NHS England;
- Professional advisers and consultants - for us to develop our services and best provide our public service;
- Police forces, courts, tribunals and security services.

### **Data Protection Rights**

Individuals have a right to make a 'subject access request' to gain access to personal information that the school holds about them.

If you make a subject access request, and if we do hold information about you, we will:

- 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;
- NOT provide information where it compromises the privacy of others;
- 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.

In most cases, we will respond to subject access requests within 1 month, as required under data protection legislation. However, we are able to extend this period by up to 2 months for complex requests or exceptional circumstances.

### **Your other rights regarding your data**

You may;

- Withdraw your consent to processing at any time (This only relates to data for which the school relies on consent as a lawful basis for processing);
- Ask us to rectify, erase or restrict processing of your personal data, or object to the processing of it in certain circumstances and where sufficient supporting evidence is supplied;
- Prevent the use of your personal data for direct marketing;
- Challenge processing which has been justified on the basis of public interest, official authority or legitimate interests;
- Request a copy of agreements under which your personal data is transferred outside of the United Kingdom;
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect you);
- Request a cease to any processing that is likely to cause damage or distress;
- Be notified of a data breach in certain circumstances;
- Refer a complaint to the ICO;

- Ask for your personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

If you would like to exercise any of the rights or requests listed above, please contact Lumen Learning Trust's Data Manager:

- [datamanager@lumenlearningtrust.co.uk](mailto:datamanager@lumenlearningtrust.co.uk)
- 01932 571217
- Lumen Learning Trust, Briar Road, Shepperton TW17 0JB

We will comply with the Data Protection legislation in regard to dealing with all data requests submitted in any format, although individuals are asked to preferably submit their request in written format to assist with comprehension.

We reserve the to verify the requester's identity by asking for photo ID. If this proves insufficient then further ID may be required.

### **Data Protection Breaches**

If you suspect that yours or someone else's data has been subject to unauthorised or unlawful processing, accidental loss, destruction, or damage, we ask that you please contact the DPO or school contact.

### **Complaints** *[updated December 2025]*

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 in the first instance by contacting Lumen Learning Trust's Data Manager in any of the following ways:

- Email: [datamanager@lumenlearningtrust.co.uk](mailto:datamanager@lumenlearningtrust.co.uk)
- Telephone: 01932 571217
- Address: Lumen Learning Trust, c/o Saxon Primary School, Briar Road, Shepperton, Surrey TW17 0JB

This complaint may be assessed by our independent Data Protection Officer, David Coy (contactable on [david.coy@london.anglican.org](mailto:david.coy@london.anglican.org), tel: 020 3837 5145) with a final response provided within 30 days.

If you are unhappy with the school's final response you can refer the matter to the Information Commissioner's Office:

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

### **Contact us**

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact either our School Data Protection Lead, Data Manager via [datamanager@lumenlearningtrust.co.uk](mailto:datamanager@lumenlearningtrust.co.uk) or our independent Data Protection Officer David Coy (contactable on [david.coy@london.anglican.org](mailto:david.coy@london.anglican.org), 07903 506531).