

# Data Protection Act 2018

## Privacy Notice



**We need to hold personal information about you on our computers systems and in paper records to help us provide you with our services.**

Literacy Gold, Dyslexia Gold, Spelling Tutor, Reading Unlocked, Fluency Builder, Comprehension Superstars and Times Table Tutor are all owned by Engaging Eyes Ltd.

The Chief Executive is responsible for their accuracy and safe keeping. Please help to keep your records up to date by informing us of any change of circumstances.

Organisational staff have access to your records to enable them to do their jobs. From time-to-time information may be shared with others if it is necessary, however we will always seek your permission and inform you of this.

Anyone with access to your record is properly trained in confidentiality issues and is governed by a legal duty to keep your details secure, accurate and up to date.

All information about you is held securely and appropriate safeguards are in place to prevent loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is present. In other circumstances you may be required to give written consent before information is released.

To ensure your privacy, we will not disclose information over the telephone, fax or email unless we are sure that we are talking to you. Information will not be disclosed to family and friends unless we have prior consent and we do not leave messages with others.

### **Why do we collect and use your information?**

Engaging Eyes Ltd provides an online educational software. The software can be used by other organisations such as schools to support pupils with their learning.

### **We use your information data:**

- to support learning
- to monitor and report on progress
- to assess the quality of our services

- to comply with the law regarding data sharing
- to support you

Please note as part of our services schools may audio record children reading so that they have the ability to play the recording back, helping children to learn. These recordings are solely used for this purpose and will not be used for anything else. They are managed by the Schools via our software; the Schools make their own decisions on how to retain the recordings. Engaging Eyes Ltd does not keep any copies of these recordings beyond the contractual relationship with the client School or parent.

**Categories of information that we collect and hold include:**

- Personal information (such as name and date of birth)
- Attendance information (such as online sessions attended)
- Assessment results
- Usage of the programs

**Collecting information**

We collect and process personal data under the following lawful basis:

- For individual clients (I.e. parents) we process personal data on the basis of a contract we have with the client to provide them a service. In this scenario Engaging Eyes Ltd are the data controller
- For organisational clients (I.e. schools) we process personal data on the basis of a public task, schools have a public task to teach children which our software does. The expectation of our relationship with the school is they have the right justification for adding pupils data into our system and they have provided parents information on our privacy policy or directed them to our website. In this scenario Engaging Eyes Ltd are the data processor.
- For organisational partners (schools who are using our software and in lieu of payment are contributing research data), we process data on the basis of consent. We rely on schools who have partnered with us to gather consent from parents for their children's data to be processed by us. In this scenario, Engaging Eyes Ltd is a data controller.
- For Engaging Eyes Ltd own functions (HR, payroll, marketing), our lawful basis is a contract of employment, legal obligations as an employer, consent or legitimate interest. Engaging Eyes Ltd is the data controller.

All information about you is kept confidentially and we will only share this information with others if there is a statutory requirement to do so or with your written consent.

Confidentiality is a fundamental foundation of all the services that we provide.

Much of the children's information will be shared with us by another company, such as a school. When this takes place, we are seen as a support service to the other organisation. They should inform you of what data is being shared with us and seek your agreement for your child to participate in using our software. They remain the data controller and as such have responsibility we manage your data correctly and for the purpose required.

## **Storing information**

Engaging Eyes Ltd will store information on several computer and paper-based systems and have set periods for each system for the information to be retained. Should you require further information about which systems, please contact our Chief Executive. The longest period that we can hold your information is one year after you no longer use our systems or when the account is closed, whichever comes sooner. All deleted data is either deleted permanently or shredded if paper based.

Best practice security measures are used to protect personal data, including security certificates on websites, use of encrypted laptops for any data held locally, and strong password standards. They also do data protection training as part of their induction and refreshers as policies are updated.

## **Sharing Information**

There are strict controls on who can see your information

We do not share your data outside of the business and our suppliers, and with a school client. In limited circumstances we might need to share information to ensure you stay safe, or if we are legally required to do so.

We routinely share information with:

- The Client or company who has requested our services for you to use. (I.e. we share information with schools which the children who we are holding data on are attending)
- For individual clients, we do not routinely share information with anyone.
- We use third party suppliers to host our software and therefore also the personal information is shared with, we have a contract with such suppliers, and seek assurances that they will process personal information securely.

## **Requesting access to your personal data**

If your child's school is using our software, they should be able to provide access to your child's results and information. If you are an individual client, or if you require any further information, you can use your right of access (called a Subject Access Request). Please contact the Chief Executive if you would like to make such a request.

## **You also have the right to:**

1. The right to be informed on how we use your data
2. The right of access to your information
3. The right to rectification of your data

4. The right to erasure, you can ask us to remove your data
5. The right to restrict processing
6. The right to data portability
7. The right to object against how we use your data
8. Rights in relation to automated decision making and profiling

#### **Data Protection Officer**

As a non-statutory body, there is no legal requirement for a dedicated data protection officer. The executive director will oversee all data protection matters and ensure compliance with the legislation.

If you have a concern about the way we are collecting or using personal data, we ask that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns>