



Privacy Notice for Visitors – How we use your information

2026/27

Who are we?

Glendale Infant School is the 'data controller'. This means we are responsible for how your personal information is processed and for what purposes.

Glendale Infant School is registered as the Data Controller with the Information Commissioner's Office (ICO); Registration Number: Z4725126.

You can contact the School as the Data Controller in writing at:

Glendale Infant School
Skye Close
Nuneaton
CV10 7LW

admin2585@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 a natural person, data concerning health or data concerning a natural 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:

- The information you have provided when signing in, including name, title and car registration.
- DBS details if required.

How is your personal information collected?

We collect personal information about Visitors from the following sources:

- You, the visitor.

For what purposes do we use visitors' personal information?

We will use your personal information to:

- keep records
- comply with legal or regulatory requirements

We need to process your personal data in order to keep accurate records. We do not share visitor information with third parties.

Collecting visitor information

The information you provide to us is 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 you are visiting.

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

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 visitor data internationally. Visitor data is kept on the school site only.

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 you specify which School your request relates to.**

You also have the right to:

- 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 personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations
- 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 (DPL) or our Data Protection Officer (DPO). You will be asked to complete a data protection complaints form, this allows us to investigate and resolve the issue as quickly as possible.

- School/Trust DPL Email: paintin.s1@welearn365.com
- School/Trust DPO: Schooldpo@warwickshire.gov.uk

When you contact us, please provide as much detail 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 enquires.

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 it 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 ico.org.uk.

Review

The content of this Privacy Notice will be reviewed annually.

Date reviewed: June 2026

Date of next review: June 2027