



Privacy Notice

Introduction

The scope of this privacy notice covers the data processed within our school systems, parent portal and digital marketing platforms. Please see section 2 below for a breakdown of how we collect your data. This policy does not cover any specific product-based privacy notices for the products that we sell: these separate policies can be located within the products themselves or on your customer portal.

Our Lady of Sion School are fully committed to keeping your information safe. This privacy notice explains what personal information we collect, why we collect it, and how we use it. We hope our policy is clear and transparent, but if you have any questions, please get in touch via the contact details at the bottom of the page.

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1. Who collects your personal information?

Our Lady of Sion School

Clarion Call (On behalf of Our Lady of Sion School)

Both of these operational units operate under the trading name of Our Lady of Sion School. Our registered charity number is 1121398 and further information can be found in our legal statement.

Registered address: Our Lady of Sion School, Gratwicke Road, Worthing, West Sussex, BN11 4BL

Postal address: The Data Protection Officer, Our Lady of Sion School, Gratwicke Road, Worthing, West Sussex, BN11 4BL

Data Protection Officer: Ms K Preston, Bursar

2. How we collect it

Lady of Sion School collect your data through our websites*, customer portals** and within our school systems.

*Our websites are:

www.sionschool.org.uk

**Our customer portals are:

Parent Portal – <https://lp.sionschool.org.uk>

3. What personal information do we collect?

We collect personal information about you (such as your name, address, email address or telephone number) when you give this to us as part of becoming a customer, registering for a customer portal login, signing up to our newsletters, completing a website form, or making an admissions enquiry.

When you subscribe to any of our marketing or communications, you indicate that you have a preference to receive these communications. We store your preferences and give you the option to amend these at any time via email.

As part of using our websites and customer portal, we may also store information about how you use our sites, for example the pages viewed, time spent on each page etc in order to be able to take steps to improve your digital experience. These behaviours including IP addresses are captured within Google Analytics and other similar tools. You can read more in our website cookie policy.

4. How we use your personal information

We may use your personal information following:

- Event attendance or registration in order to contact you about the event itself and/or possibly future events and/or to obtain feedback. When registering for event we may ask you for special category data, such as dietary requirements, in order to meet your needs at the event(s).
- General enquiry or feedback where you may contacted us via telephone, email or other channels requesting information about products and services and we may use the data captured to help improve services or assist in finding a resolution to your enquiry.
- Customer portal registration where we may use your data to send important updates, event information, direct marketing and other useful information that will help you get the most out of the products and services available to you.
- Product Purchase where we may have obtained your data following the signing of a contract. We may use this data to contact you about product updates, financial queries, renewals and other useful information that will help you get the most out of our services.
- Admissions Enquiry where you may have contacted us via telephone, email or other channels requesting information about services we have to offer or we have contacted you and you have expressed an interest. You can unsubscribe anytime or customise your preferences.
- Support Enquiry where you may have contacted us via telephone, email or other channels to log a support enquiry about an issue or for general assistance. We may use the data captured to help to resolve your enquiry and may contact you after for feedback to help improve the service offered.

5. What our legal basis is for processing your personal information

We will only collect and use your personal information (as described in section 4) in accordance with data protection legislation. Our legal basis for processing your personal information are as follows:

1. Contractual – We may process personal data associated to a contract or product purchase. It is important for us to hold this data in order to ensure that we have records from a legal perspective to whom signed and agreed to the terms of agreements and who to contact following issues and/or to send renewal information.
2. Consent – Where necessary we will only collect and process your personal information if you have given your consent for us to do so, for example, we will only send you certain marketing emails and process any sensitive information about you if we have your consent.
3. Legitimate Interests – We may use and process some of your personal information where we have conducted Legitimate Interest Assessment and have a legitimate business grounds for doing so. Under European privacy legislation here is a concept of “legitimate interests” as a justification for processing your personal information. As such, we may send you direct marketing if you are either an existing customer or a previous student.

You have a right to object to our use of your personal information for these legitimate interests. Please see section 10 - Your rights and how to contact us for how to do this.

6. Where your data is stored

We store the majority of Our Lady of Sion customers' personal information in our CMS systems, some data is also stored on Clarion Call servers.

7. How long do we keep your personal information?

All personal data will be held in accordance with Our Lady of Sion School policy, and historical records will not be held without legitimate reason. We have a variety of policies in place that ensure data is regularly cleared down within our system if it has not been used, updated or interacted with in a reasonable amount of time.

Essentially, we will only hold your personal information on our systems for the period necessary to fulfil the purposes outlined in this privacy notice or until your request it is deleted.

8. Who we share your personal information with

The only people who have access to your personal information are staff within Our Lady of Sion School whom require access to this to carry out their job in order to provide services to you (this could be across various business units, but still operating solely under Our Lady of Sion School).

In addition we sometimes need to provide access to technical support partners in order to receive support on IT projects relating to our school systems. Our current support partner also operates under Our Lady of Sion School and thus is subject to the same Our Lady of Sion School Information and Security Policies and Procedures.

9. How you can amend your preferences

If you don't want to be on our marketing mailing lists, you can unsubscribe by opening the last email received from us Via Clarion Call and clicking on the unsubscribe link usually found at bottom of the email. This will take you to your preference page.

10. Your rights

Under data protection legislation you have a number of rights in relation to your personal information. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us to search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received this information or, where no such information is required, after we have received your request. This section explains what they are and how you can use them, if you wish.

Accessing your personal information

You have the right to request a copy of the personal information that we hold about you. This is known as a Subject Access Request.

If you wish to request a copy of your personal information please address requests to Ms K Preston, Bursar.

Correcting and updating your personal information

The accuracy of your information is important to us. If you change your name or address/email address, or you discover that any of the other information we hold is inaccurate or out of date, please let us know by getting in touch with the Admin team at Our Lady of Sion School.

Erasing your personal information or restricting its processing:

You may ask for your personal information to be removed from our systems. Unless we are legally permitted or required to keep the data, we will comply with your request.

You may also ask us to restrict processing your personal information in the following situations:

Where you believe it is unlawful for us to process the data,

You have objected to its use and our investigation is pending or you require us to keep it in connection with legal proceedings.

If you wish to exercise any of these rights please email your request to Ms K Preston, Bursar.

We will endeavour to complete your request as swiftly and diligently as possible.

Right to lodge a complaint

You have the right to complain to the Information Commissioners Office (ICO) if you are concerned about the way we have processed your personal information. They can be contacted via:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 01625 545 700

Changes to our Privacy Notice

This Privacy Notice may be updated from time to time so you may wish to check it each time you submit personal information to us. The date of the most recent revisions will appear on this page. If material changes are made to this Privacy Notice, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including email notification of the changes to the notice).

Contacting us

If you any questions or comments regarding the content of this Privacy Notice, please contact:

Prestonk@sionschool.org.uk

The Data Protection Officer

Our Lady of Sion School

Gratwicke Road

Worthing

West Sussex

BN114BL