

Privacy notice

Community outreach

CHAT Academies facilitate the agencies and course providers which we have identified to deliver our outreach programmes.

Categories of personal data

In order to keep a basic register of attendees we may keep some basic details which will also be used for contact.

- name
- address
- e-mail address
- telephone number(s)

How information is used

This information will be processed whilst the attendee continues to engage with our community outreach services and may be retained for contact purposes no longer than 3 years from their last engagement with us after which point it will be securely and permanently deleted.

Families and individuals often use the services intermittently so this saves us from gathering contact details each time. Details will be held on our network accessible only the outreach team encrypted, password protected lap tops.

We may also contact participants with information about forthcoming outreach services but only with their consent which will be collected when they first engage with us.

We neither collect nor pass any other personal information on to the trainers' / course providers.

Should the trainer / course provider require any additional details they will ask participants directly and, in line with GDPR and the Data Protection Act 2018, they have a duty to ask your consent, inform you why they need this information, how it will be used and both when and how it will be deleted. They must also inform you if they plan to share it with any third party.

Community outreach | 'Outcomes star'

Outcomes star is a tool which allows us to measure and support change when working with our parents and families. **Participation is purely voluntary and consent will always be sought.**

It allows participants to self-evaluate and score their progress and development in topics such as home & money, family routine, education & learning and well-being. The scoring helps shapes additional and future courses for both the trust as a whole and individuals.

The tool requires the assignment of a unique code which anonymously represents an individual. However, as CHAT Academies will know which person each code represents it is still classified as personal data. www.outcomesstar.org.uk/

Categories of personal data

Alongside the code, and only with participant consent, we will record

- date of birth / age range
- gender
- ethnicity
- current / future support needs
- start / end date

How information is used

This information will be used to help us anonymously identify which courses are popular and the ethnicity / gender / age of participants to help us shape future courses and secure any additional funding.

This information will be used whilst the attendee continues to engage with the 'outcomes star' and maybe retained for monitoring purposes for no longer than 3 years from their last engagement with us after which point it will be securely and permanently deleted.

'Families and friends' (Heron Hall Academy)

Categories of personal data

With consent, basic details are kept which are used for contact.

- name
- address
- e-mail address
- telephone number(s)

How information is used

So long as they wish to be involved, the personal data is kept only for contact purposes and in order to keep interested parties informed of any forthcoming meetings.

Unless they inform us otherwise, parent's details will be securely deleted when their youngest child leaves the academy. Community member's details will be securely deleted one year after last contact.

No personal information is passed on to third parties

Once collected, details will be held on our network accessible only the outreach team encrypted, password protected lap tops. Any forms used to collect details will be securely destroyed.

The lawful basis under which we use information

The General Data Protection Regulation (GDPR) requires us to document the conditions that allow the processing of personal data.

For the purpose of facilitating our outreach programmes, the article is primarily: -

- GDPR Article 6(1)(b)
processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

For the purpose of maintaining contact for the 'Families and Friends' scheme and contact monitoring and supporting participants via the Outcomes star the articles are: -

- GDPR Article 6(1)(a)
processing the data subject has given consent to the processing of his or her personal data for one or more specific purposes; *and / or*
- GDPR Article 9(2)(a)
processing the data subject has given explicit consent to the processing of those personal data for one or more specific purposes;

Right to request access to personal data

Participants have the right to request a copy of the personal information CHAT Academies holds about them.

This is known as a '*subject access request*' and both this process and how parents can access their child's educational record, beyond that which we routinely share with them, is fully explained in our [Data Protection Policy](#) available on our website.

Anyone wishing to make a subject access request may do so by contacting the outreach team or our Data Protection Officer. **Please see the 'contacts' section below.**

Other rights of individuals

In addition to above participants have certain [data protection rights](#). They have the right to: -

- have their personal data rectified, if it is inaccurate or incomplete
- request the deletion or removal of personal data where there is no compelling reason for its continued processing
- restrict our processing of their personal data (i.e. permitting its storage but no further processing)
- object to direct marketing (including profiling) and processing for the purposes of scientific / historical research and statistics
- not be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on them

These rights are further explained in our [Data Protection Policy](#) available in the policy section on our website.

Anyone wishing to exercise these rights request may do so by contacting the Outreach team directly or our Data Protection Officer. The Information Commissioner's office may also be able to assist. **Please see the 'contacts' section below.**

Contacts

If anyone wishes to discuss anything in this privacy notice or has any concerns about how we are collecting or using their personal data, you should raise your questions with us in the first instance.

Please contact either the Outreach team or Families and Friends lead officer. Alternatively you can email our Data Protection Manager at information.access@chat-edu.org.uk Please mark all correspondence for the attention of our Data Protection Manager.