



# Privacy Notice

January 2020

## What information do we collect?

We collect only the information we need to support your use of FLiC.

- The name of the person signing the contract and their address. This is usually the head of the school, school name, email address, and the school's address.
- The name of the person responsible for processing invoices, and a separate address if that is required.
- The name and email address of any party who would like to be kept informed of updates to the system.
- You may provide the name, UPN, gender and class details of your students when you begin using FLiC. This data is only held until it is uploaded to the application.

## How we get the information

We get the information from you. This may be when you complete the contract or send information to us via email. You will normally send any student data via secure encrypted means.

## How we use your information

We use your data only for the purpose for which permission has been given. We use it for contractual, billing, contact purposes, and the set-up of the system. We do not share your information with any other party.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting us.

- We have a contractual obligation.
- We have a legitimate interest.

## Communicating with you

We may contact the names given in the contract or who contacted us in the process of procuring the system.

We may contact you to support the system. These methods are typically by email, though phone calls when necessary.

We will also contact you when invoicing for the initial payment or subsequent renewals.

## How we store your information

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including utilisation of encryption where appropriate.

We retain personal data only for as long as necessary to provide the Services you have requested and thereafter for a variety of legitimate legal or business purposes. These might include retention periods:

- mandated by law, contract, or similar obligations applicable to our business operations;
- for preserving, resolving, defending, or enforcing our legal/contractual rights; or
- needed to maintain adequate and accurate business and financial records.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

## Contact Us

If you have any questions, concerns or complaints about our Privacy Policy, our practices, or our Services, you may contact us at:

Riding Forward Teaching School's Alliance

Molescroft Primary School

St. Leonard's Road, Molescroft, Beverley, East Riding of Yorkshire, HU17 7HF

Telephone: 01482 861762

We will respond to all requests, inquiries or concerns within thirty (30) days.

## How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113