Learner and Parent/Carer Privacy Notice

How Compass Learning & Education uses personal information

Document owner	Privacy notice owner: Data Protection Lead
Approved by	Director
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Who is responsible for the information?
Compass may be an independent controller for some activities and a processor acting for a referring school, academy trust or local authority for others. The referring organisation should also explain how it uses learner information. Contact us if you are unsure which organisation is responsible for a particular record.

1. Our details

Field	Details
Organisation	Compass Learning & Education
Email	info@compass-learning.co.uk
Website	https://compass-learning.co.uk
Data Protection Lead	Rosie Aylward

2. Information we may collect

- Name, date of birth, address, contact details, school, year group, identifiers and emergency contacts.
- Attendance, exclusions, education history, assessments, targets, work, qualifications, progress and destination information.
- SEND, EHCP, disability, health, mental-health, medication, allergy, accessibility and reasonable-adjustment information.
- Safeguarding, pastoral, behaviour, risk, family and professional information where necessary.
- Photographs or recordings where separately authorised and appropriate.
- Information about alleged or confirmed criminal activity only where necessary and lawful for safeguarding, safer delivery or legal purposes.

3. Where information comes from

- The learner and parent/carer.
- The referring school, academy trust or local authority.
- Previous or current education providers.
- Social care, health, police, youth justice and other professionals where lawful and necessary.
- Compass staff observations, assessments and records created during the placement.

4. Why we use information

- Assess whether we can safely and appropriately meet need.
- Plan and deliver education, interventions, reasonable adjustments and reintegration support.
- Protect learners and others and fulfil safeguarding responsibilities.
- Monitor attendance, welfare, engagement, progress and agreed outcomes.
- Communicate with families, commissioners and authorised professionals.
- Administer qualifications, examinations, activities, transport, complaints and legal obligations.
- Manage service quality, information rights, security and business administration.

5. Our lawful reasons

Depending on the activity and our role, we may rely on contract, legal obligation, vital interests, legitimate interests or a documented public task where a specific statutory function applies. We do not rely on public task merely because we provide education.

For special-category information we also identify an Article 9 condition, such as substantial public interest for safeguarding, employment/social protection, vital interests, health or social-care purposes where applicable, legal claims or explicit consent. Criminal-offence information requires additional authority or a Schedule 1 DPA 2018 condition. The precise basis is recorded in our processing register.

6. Who we may share information with

- Referring schools, academy trusts and local authorities.
- Parents/carers and authorised representatives, taking account of the learner's rights and safeguarding.
- Children's social care, police, health, youth justice and other safeguarding partners where necessary.
- Awarding organisations and approved examination centres.
- Approved IT, email, cloud, safeguarding, finance, transport and activity providers acting under appropriate terms.
- Insurers, legal advisers, auditors and regulators where necessary.

7. International transfers

Some suppliers may store or allow access to information outside the UK. We record the location and use UK adequacy regulations, approved contractual safeguards or another lawful mechanism. Our website provider, Webador is based in the Netherlands, which is within the EEA and is currently covered by UK adequacy regulations; onward supplier locations are reviewed separately.

8. How long we keep information

Retention periods are set out in our Data Retention and Secure Disposal Policy. Where we act for a commissioner, we also follow its documented instructions and the contract. Safeguarding, qualification, accident and legal records may require longer retention than routine correspondence. Records are securely transferred, deleted or destroyed when no longer required.

9. Your rights

- Ask for access to personal information.
- Ask us to correct inaccurate or incomplete information.
- Ask for erasure or restriction in certain circumstances.
- Object to certain processing and to direct marketing.
- Receive applicable information in a portable format.
- Withdraw consent where consent is the basis used.
- Complain to us or to the Information Commissioner's Office.

Requests can be made verbally or in writing. Contact info@compass-learning.co.uk. Rights are not absolute and the responsible controller may need to retain or use information for safeguarding, legal, contractual or public-interest reasons.

10. Concerns and complaints

Please contact Rosie Aylward, Data Protection Lead, at info@compass-learning.co.uk first so we can investigate. You also have the right to complain to the Information Commissioner's Office: https://ico.org.uk/make-a-complaint/.

References and linked guidance

- **ICO: Right to be informed:** https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-to-be-informed/
- **DfE: Privacy notice model documents:** https://www.gov.uk/government/publications/data-protection-and-privacy-privacy-notices