

Privacy Notice

How we use personal information

Data Controller	CBICT Ltd
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This Privacy Notice is to inform schools about the personal information we hold in order to deliver the contracted services that have been purchased from us. This notice explains the reasons why we hold personal information, how we use this information, who we share it with and how we keep it secure. This notice meets with the requirements of the General Data Protection Regulations (GDPR).

A copy of this Privacy Notice is available on our website www.cbict.org.uk Please refer to the website copy of this Privacy Notice for the latest version as it will be updated from time to time to reflect any changes in our circumstances.

If you have any questions or queries or would like to discuss anything in this Privacy Notice, please contact: admin@cbict.org.uk

How we collect personal information

We obtain personal information from schools who sign up to our services for the start of each financial and academic year. This information is collected through order forms that are emailed or posted to us. We also ask schools to keep us informed of any changes to school contacts and email addresses throughout the period of the contract. This is done as a paper exercise at our annual forum event or by email.

We collect the following personal information:

- Contact names of Headteachers and administration staff in schools for whom we provide services
- Email addresses of Headteachers and administration staff

Why we collect and use this information

We use this information to:

- Provide a helpdesk service
- Email information regarding services and events
- Respond to helpdesk enquiries and issues
- Provide any additional support as part of our consultancy

The lawful basis on which we hold and use this information

The information we hold is on the basis of performance and delivery of a **contract** with schools and **legitimate interest** to support the consultancy services we also provide.

If at any point in the future, we seek to use the personal information we hold for a purpose other than contract provision and legitimate interest in the delivery of our services, we will ask for explicit consent to do so.

Who we share personal information with

We may, from time to time, share contact names and email addresses with RM in the provision of contracted helpdesk services to schools that use their Integris MIS. We do not share personal information we hold with any other external third party without the express consent of the data subject.

How we keep personal data secure

We fully adhere to the Data Protection policies which outline procedures and processes for accessing, handling and storing data safely in accordance with all the GDPR principles.

Personal data is held securely on our systems and only accessible by authorised CBICT Directors. Personal data is disposed off securely and any paper records containing any personal information is shredded as a matter of course.

We maintain a **Data Confidentiality Agreement** with schools who purchase 1st line helpdesk support for Integris to ensure that any pupil or staff information accessed by CBICT in the process of delivering contracted helpdesk services is treated with absolute confidentiality.

Information containing personal data (whether on paper or electronically) which is shared between CBICT and the relevant school will only be shared through a secure file transfer system specifically procured by CBICT for this purpose.

We ensure that we keep abreast of changes to data protection legislation which may affect our processes and attend training.

We also have a **Data Breach Procedures Policy** which we follow in the event of a data breach. A copy of this policy is available on website at www.cbict.org.uk

Requesting access to personal data

Under data protection regulations, schools have the following rights:

- Right to be informed
- Right to access to your child's or your personal information
- Right to have inaccurate personal data rectified, blocked, erased or destroyed in certain circumstances
- Right to object to processing of personal data that is likely to cause, or is causing, damage or distress
- Right to restrict processing for the purpose of direct marketing
- Right to data portability
- Right to object to decisions being taken by automated means
- Right to claim compensation for damages caused by a breach of the Data Protection regulations

To request access to your personal information, you can make a **Subject Access Request (SAR)**. For further information about this contact admin@cbict.org.uk

Our **Subject Access Request Policy** outlines how we will deal with requests for personal information. This policy is available from our website www.cbict.org.uk.

How long we keep personal information

We hold personal information for the duration of the contract with each school. Where the contract has terminated, personal information is removed or destroyed as appropriate under secure and confidential conditions.

Reporting concerns about our data protection processes

If you have a concern about the way we collect or use your personal data, we request that you raise your concern with us in the first instance by contacting admin@cbict.org.uk . Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Keeping you informed through this Privacy Notice

We aim to keep you informed of any changes to our data collections and data protection obligations through this Privacy Notice – the latest copy will be available on our website at www.cbict.org.uk