Privacy Policy

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DOCUMENT CONTROL

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Organisation	Reach Education and Employment
Author	Christopher Murray
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Key Data Protection & Supervisory Authority Contacts

Role / Authority	Contact Name / Detail	Contact Information
Data Protection Officer (DPO) / Lead	Christopher Murray	07583695771 / chris@reach-education.org
Deputy Safeguarding & Privacy Lead	Jade Wilson	07772303522
Executive Director	Andrew Mallin	07740606684
Information Commissioner's Office (ICO)	UK Supervisory Authority	0303 123 1113 / www.ico.org.uk
Awarding Body Contact (NCFE)	Centre Support & Quality Assurance	0191 239 8000 / service@ncfe.org.uk

1. Introduction & Who We Are

Reach Education and Employment ('REACH', 'we', 'us', or 'our') is a Community Interest Company providing accredited further education, vocational skills training, functional skills qualifications, and supported employment pathways in Harrogate and North Yorkshire. We are registered as a Data Controller with the Information Commissioner's Office (ICO).

This Privacy Policy and Fair Processing Notice explains how we collect, use, store, share, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and our awarding body standards as an approved NCFE Centre. We are committed to transparency and upholding your fundamental privacy rights.

2. Who This Privacy Policy Covers

This privacy notice applies to all individuals whose personal data we collect and process, including:

- **Learners:** Current, prospective, and past learners (aged 16–18 and adult learners/adults at risk).
- **Parents & Carers:** Parents, legal guardians, and designated emergency carers of enrolled learners.

- **Staff & Volunteers:** Current, former, and prospective employees, sessional tutors, job coaches, volunteers, and supply workers.
- **Employer Partners:** Host employers offering work placements, supported internships, and apprenticeships.
- **Visitors & Suppliers:** Visitors to our premises, website users, and commercial suppliers.

3. The Personal Information We Collect

We collect and process personal data necessary to provide education, deliver supported employment, satisfy qualification criteria, and ensure safety:

- **Basic Identifiers & Contact Details:** Full name, date of birth, home address, personal email, telephone numbers, emergency contact details, and proof of identity.
- **Educational & Assessment Records:** Unique Learner Number (ULN), prior educational attainment, attendance logs, timetable structures, assessment scripts, portfolio evidence, NCFE examination results, and Internal Quality Assurance (IQA) records.
- **Special Category: Health, SEND & Support Data:** Education, Health and Care Plans (EHCPs), medical conditions, dietary allergies, disability adjustments, sensory profiles, and mental health indicators.
- **Employment & Financial Information:** National Insurance number, bank details, right-to-work documentation, Enhanced DBS certificate details, and employment history.
- **Safeguarding & Welfare Information:** Safeguarding incident notes, referral forms, multi-agency records, and attendance markers.
- **Photographs & Media:** Photographs and video recordings captured on official REACH hardware for qualification evidence or approved promotional purposes.

4. Why We Process Your Data & Our Lawful Bases

Under Articles 6 and 9 of the UK GDPR, we only process your personal data where we have an established legal justification:

Purpose of Processing	Lawful Basis (Article 6 UK GDPR)	Special Category Basis (Article 9)
Enrolling learners, delivering curriculum, registering with NCFE, and awarding accredited certificates	Contractual Necessity & Public Task (Educational delivery)	Article 9(2)(a) Explicit consent / Article 9(2)(g) Substantial public interest

Providing SEND adjustments, EHCP accommodations, and medical emergency care	Vital Interests (Emergency safety) & Legal Obligation	Article 9(2)(h) Health and social care & Article 9(2)(b) Social protection law
Safeguarding learners, monitoring attendance, and multi-agency protection	Legal Obligation (KCSIE 2026, Working Together 2023, Section 16LA Children Act 2004)	Article 9(2)(g) Safeguarding of children and individuals at risk
Submitting funding returns to ESFA/DfE and Local Authorities	Legal Obligation & Public Task	Not applicable (aggregated / statutory returns)
Marketing, website case studies, and non-essential promotional photography	Consent (freely given, specific, and withdrawable at any time)	Article 9(2)(a) Explicit Consent

5. How We Collect Your Personal Data

We collect personal information directly from you when you complete application forms, enrol on programmes, participate in classroom sessions, complete assessments, or communicate with our staff. We also receive information from third parties, such as referring Local Authorities (EHCP documentation, previous school files), the Department for Education (prior attainment data via the Learning Records Service), and host employers on supported work placements.

6. Who We Share Your Information With

We share personal information strictly on a need-to-know basis and in accordance with UK data protection legislation. We do not sell your personal data. We share information with:

- **Awarding Bodies:** NCFE (for candidate registration, external moderation, certification claims, and quality audits).
- **Educational & Funding Bodies:** The Department for Education (DfE), Education and Skills Funding Agency (ESFA), and commissioning Local Authorities (for statutory attendance, funding compliance, and SEND review meetings).
- **Statutory Safeguarding Partners:** North Yorkshire Council Safeguarding Teams, North Yorkshire Police, the LADO, and health practitioners where necessary to protect an individual from significant harm.
- **Host Employers:** Vetted employers hosting learners on work experience or supported internships (sharing relevant health and safety risk assessments only).

- **Data Processors:** Third-party cloud software providers (e-portfolio systems, filtered IT providers, secure email hosts) bound by strict Data Processing Agreements.

> **SAFEGUARDING INFORMATION SHARING OVERRIDE:**
> Statutory Information Sharing Duty (Section 16LA Children Act 2004):
> Under the Children's Wellbeing and Schools Act 2026, the common law duty of confidentiality does not apply to data shared for safeguarding. REACH has a statutory duty to share relevant information with police, local authorities, and health services where necessary to protect a child or vulnerable adult from harm, abuse, or exploitation, without requiring explicit consent.

7. How Long We Keep Your Data

We only retain your personal data for as long as necessary to fulfill the purposes for which it was collected, adhering to statutory and awarding body requirements:

- **NCFE Candidate Records & Portfolios:** Retained for a minimum of 3 years following final certification in accordance with NCFE Centre Management criteria, after which it is securely shredded/deleted.
- **Safeguarding & Child Protection Records:** Retained securely until the individual reaches age 25 (or 6 years post-departure for adult learners) in line with statutory child protection guidance.
- **HSE RIDDOR Accident Records:** Retained for 6 years following the date of the incident in compliance with HSE regulations.
- **Staff Personnel & Financial Records:** Retained for 6 years following the end of employment.

8. Your Statutory Rights Under UK GDPR

Under the UK GDPR and Data Protection Act 2018, you have significant rights regarding your personal information:

- **Right of Access:** You have the right to request a copy of the personal information we hold about you by submitting a Subject Access Request (SAR).
- **Right to Rectification:** You have the right to ask us to correct inaccurate or incomplete information.
- **Right to Erasure ('Right to be Forgotten'):** You can request that we delete your data in certain circumstances (subject to statutory retention duties).
- **Right to Restrict Processing:** You can request that we pause processing your data while an objection or accuracy dispute is resolved.
- **Right to Object:** You can object to processing based on legitimate interests or direct marketing.

- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw your consent at any time without penalty.

HOW TO EXERCISE YOUR ACCESS RIGHTS:

Subject Access Request (SAR) Protocol & Turnaround Timescales:

• Submission: You may submit a SAR verbally or in writing to Christopher Murray (Data Protection Lead) on 07583695771 / chris@reach-education.org.

• Statutory SLA: We will respond to your request within ONE CALENDAR MONTH of receipt, free of charge. For complex or multiple requests, this may be extended by up to two additional months with formal notification.

• Identity Checks: We will verify your identity before disclosing sensitive educational or safeguarding records.

• Exam Exemption Note: Candidate exam scripts are exempt from SAR disclosure under Schedule 2 of the Data Protection Act 2018; however, marked feedback and final results will be provided once published.

9. Data Security & Storage Locations

We implement technical and physical controls to secure your data against unauthorized access, loss, or theft. These include role-based access permissions, multi-factor authentication (MFA), laptop disk encryption, secure cloud directories, and locked physical archives for sensitive portfolios.

International Transfers: All personal data is stored securely within the United Kingdom (UK) or European Economic Area (EEA). We will not transfer your data outside the UK unless adequate statutory safeguards (such as the UK International Data Transfer Agreement or standard contractual clauses) are enforced.

10. Contacting Us & Complaints to the ICO

If you have any questions about this Privacy Policy, wish to exercise your rights, or have concerns about how we handle your personal data, please contact our Data Protection Lead:

- Christopher Murray, Designated Data Protection Lead
- Telephone: 07583695771 | Email: chris@reach-education.org
- Address: Reach Education and Employment, Harrogate, North Yorkshire

If you remain dissatisfied with our response or believe we are processing your personal data unlawfully, you have the right to lodge a complaint with the UK supervisory authority:

- Information Commissioner's Office (ICO)
- Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Telephone Helpline: 0303 123 1113 | Website: www.ico.org.uk