

PRIVACY POLICY STUDENTS

We take data protection seriously and are committed to protecting all personal information you provide to us. We believe it is very important to respect the privacy of individuals and adhere to the data protection legislation. In this Privacy Notice, we explain what information we collect and for what purpose, what we do with it, who will have access to it, how long we will retain it and how we will keep it secure. We also explain how you can contact us and what your rights are.

This Privacy Notice covers:

- Who we are
- What Personal Information We Collect and How We Use It
- Who Will Have Access to Your Personal Information
- How Long We Keep Your Personal Information
- International Transfers
- Security of Your Personal Information
- Your Rights
- How to Contact Us

Who We Are

The Orpheus Centre is the 'Controller' of any personal information that you provide to us. We will therefore process your personal information in accordance with all applicable laws, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).

What Personal Information We Collect and How We Use It

If you become a student at Orpheus, we will collect information from you which will include your name, address, telephone number, email address, next of kin, social worker contact and educational achievements. We will also ask you for what is known as 'special category' information under the GDPR such as, your health and medical information and your care plan. We need this information in order to provide the care and support you require and provide our services to you. We will only use the information you give us for this purpose and will not use it for anything else, unless you agree, subject to certain legal exceptions.

Who Will Have Access to Your Personal Information

Our staff will have access to your information for the purpose of providing our services to you at Orpheus. We will share your information with your social worker and other relevant third party, if this is necessary in order to provide you with the care you need. Apart from this, we will keep your information confidential and will not share it with anyone else, subject to certain legal exceptions.

How Long We keep Your Personal Information

We will keep your personal information for as long as you are a student at Orpheus and in line with the Data Retention Policy, in order to satisfy legal obligations.

International Transfers

We will not transfer your personal information outside the EU. When the UK is no longer part of the EU, we will continue to ensure that appropriate technical and organisational measures are implemented to safeguard personal information.

CCTV

We operate CCTV at our premises 24 hours a day, every day and this captures images but not sound. Cameras are located at the entrances and exits to our premises and our car park. We operate our CCTV in a manner which respects the privacy of individuals.

The main reasons we operate the CCTV are for the prevention, detection, reduction and investigation of crime and other incidents and to ensure the safety of staff, students and visitors. We have erected signs in all pedestrian and vehicular entrances and exits to inform people of the CCTV and its purpose.

Our staff that monitor the CCTV will have access to the images. However, we will not share the images with anyone else unless there is a need to do so, such as when an incident or crime occurs. In these circumstances, we will share the images with the appropriate authorities.

We retain the images for 25 days from the date of recording, following which they are automatically overwritten. However, if an incident occurs, the images will be retained for as long as they are needed in order to resolve the issue and/or take legal action.

Security of Your Personal Information

In accordance with the requirements of the GDPR and the DPA 2018, we take appropriate technical and organisational measures to safeguard your personal information.

Your Rights

You have rights under the data protection legislation and, subject to certain legal exemptions, we must comply when you inform us that you wish to exercise these rights. For example, you have the right to request a copy of the personal information we hold about you. This is known as a Subject Access Request and there is no charge for this, providing the requests are not manifestly unfounded or excessive. Your request needs to be made in writing and sent to the Services Manager at the address given below under 'How to Contact Us'. We may ask you to provide ID before processing the request. Once in receipt of this, we will process the request without undue delay and within one month.

You also have rights in relation to rectification, erasure, restriction, data portability, objections and automated decision making. If you would like to exercise these rights, please contact the Head of Services using our contact details below.

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You have the right to complain to The Orpheus Centre about the way your personal information is processed. Please contact the Head of Services using our contact details below. If you remain dissatisfied, you may also complain to the Information Commissioner's Office.

They can be contacted at:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk

How to Contact Us

If you have any questions or concerns about this Privacy Notice or about how your personal information is being processed or if you wish to make a Subject Access Request, please contact:

Head of Services
The Orpheus Centre
North Park Lane
Godstone
Surrey
RH9 8ND

Policy Number	Owner	Completion Date	Next Review Date	Version	Equality Impact Assessment Date
D4.20	Rachel Black CEO	10.04.21	10.04.22	3	