Privacy Notice for Visitors

1. Introduction

Under UK data protection law, individuals have a right to be informed about how the school collects, stores, and uses any personal data held about them. We comply with this right by providing comprehensive privacy notices to individuals where we process their personal information. This privacy notice explains how we handle personal data relating to general visitors, parents, carers, external contractors, and individuals working with OA-North View in a voluntary governance capacity, including board members. For the purposes of UK data protection law, the Olive Academies Independent Schools Board is the data controller for Olive Academies Independent School (OA-North View), and our designated Data Protection Officer is Kuda Mika

2. The Personal Data We Hold

The personal information we collect, use, store, and share where appropriate includes names, contact details, and information relating specifically to your visit, such as your company or organisation name, arrival and departure times, and vehicle registration details. We may also collect, store, and share more sensitive information that falls into special categories under data protection law, such as information regarding specific access arrangements you may require, photographs captured for on-site identification, and closed-circuit television images recorded within the school buildings or surrounding premises. Additionally, we may hold data received about you from external organisations, including other educational institutions, local authorities, and social services.

3. Why We Use This Data

We utilise this personal data to verify your identity and ensure your physical safety while on our school site, preserve a secure environment for our pupils and staff, maintain highly accurate records of operational visits, and provide necessary access adjustments. We also use this information to ensure our network systems, digital equipment, and communication facilities are used safely and legally, and to meet overarching statutory requirements. Where you have provided explicit, unambiguous consent to do so, we may utilize your contact details to distribute optional notifications promoting school events or charitable initiatives, which you retain the right to opt out of at any time by contacting our Data Protection Officer or selecting the unsubscribe options provided.

3.1 Use of Your Personal Data in Automated Decision Making and Profiling

We do not currently process any visitor or volunteer data using automated decision-making models or profiling systems, and any future integration of these technologies will require an updated notice to outline the processing and protect your right to object.

3.2 Use of Your Personal Data for Filtering and Monitoring Purposes

While you are present on the school site, we may monitor your interaction with our information technology systems, equipment, and wireless networks. This monitoring is carried out strictly to comply with health and safety obligations, protect our digital environment from cyber threats, and fulfill our child protection duties regarding filtering and monitoring standards under national safeguarding frameworks.

4. Our Lawful Basis for Using This Data

The personal data collected is essential to allow us to fulfill our educational functions and meet the statutory compliance duties placed upon us. We only collect and use your personal information when the law permits. Most commonly, we process this data because it is necessary to comply with a legal obligation, such as health and safety laws, child welfare regulations, and the Education (Independent School Standards) Regulations 2014. We also process this information under the condition of legitimate interests, as the school has a valid organizational need to maintain robust site security, protect vulnerable social, emotional, and mental health pupils, and shield our digital infrastructure from unauthorized access, provided these requirements do not override your fundamental data rights.

4.1 Our Basis for Using Special Category Data

For sensitive special category data, we only process information when we have obtained your explicit consent, when it is necessary to protect the vital interests of an individual in a life-threatening situation, or for reasons of substantial public interest, such as upholding robust child protection and safeguarding workflows. For data relating to criminal convictions or background checks, processing is conducted strictly to satisfy safer recruitment duties and legal verification standards.

5. Collecting This Data

While the majority of personal data we collect is mandatory to ensure site safety, some details may be provided voluntarily, and we will always make it clear at the point of collection whether you are legally required to provide the information or if you have an alternative choice. Most of the data we maintain will come directly from you, but we may also receive relevant records from local authorities, police forces, courts, tribunals, and the Department for Education where it directly impacts site safety or regulatory compliance.

6. How We Store This Data

We retain personal information only for as long as necessary to facilitate your visit, manage volunteer relationships, or satisfy statutory archiving rules. All volunteer files and visitor records are stored securely in accordance with our data retention policy, utilizing robust organizational and technical security measures to prevent accidental data loss, alteration, or unauthorized access. When your relationship with the school has ended, we will securely retain and dispose of your personal information in strict accordance with our local data retention schedules.

7. Who We Share This Data With

We do not share information about you with any third party without your consent unless national legislation and our internal policies explicitly permit us to do so. Where legally required or necessary to support pupil welfare, we may share personal data with our local authorities to meet statutory safeguarding thresholds or manage emergency incidents. We may also share relevant data with the Department for Education to satisfy our regulatory reporting obligations under the Independent School Standards framework. Information may be disclosed to police forces, courts, and tribunals where necessary for law enforcement, crime prevention, or judicial proceedings, to our professional legal advisers and financial auditors to comply with insurance and governance duties, and to emergency services to protect vital life interests during an acute crisis.

7.1 Transferring Data Internationally

We may occasionally share personal data with international third parties, such as security organisations or global educational bodies, and any such transfers will be conducted in strict accordance with UK data protection law using approved international data transfer agreements. In cases where the school is required to establish specific safeguarding arrangements to complete an international transfer, you may request a copy of these mechanisms by contacting our Data Protection Officer.

8. Your Rights

8.1 How to Access Personal Information That We Hold About You

You hold a statutory right to make a subject access request to gain visibility over the personal information the school maintains about you. Upon receiving a valid request, we will provide an intelligible copy of the data, outline why it is being held, detail who it has been shared with, and explain its source.

8.2 Your Other Rights Regarding Your Data

Under UK data protection law, you also possess the right to object to the processing of your data, prevent its use for direct marketing, challenge automated profiling, have inaccurate records corrected, or request the restriction or deletion of your information, subject to certain conditions. For instance, the right to deletion does not apply when the school is legally obligated to maintain the record to satisfy health and safety or safeguarding duties. You also maintain the right to withdraw your consent at any time, be notified promptly in the event of a significant data breach, and claim compensation through the courts for any proven damages caused by a breach of UK data protection regulations.

9. Complaints

We take any concerns or complaints regarding our data protection practices very seriously. If you believe we have processed your information unlawfully, you have a right to raise a formal complaint directly with the school by contacting our Data Protection Officer at kuda.mika@oliveacademies.org.uk. We will formally acknowledge your complaint within five working days of receipt and will conduct a thorough internal investigation, providing you with a complete response detailing our decision and actions without undue delay, and at the latest within one calendar month. If you remain dissatisfied with our internal resolution, or if you prefer to bypass our internal grievance process completely, you maintain a statutory right to lodge a formal complaint directly with the UK supervisory authority, the Information Commissioner's Office, via their public helpline on 0303 123 1113 or through their official online reporting portal.

10. Contact Us

If you have any questions, concerns, or require further information regarding any aspect of this privacy notice, please contact our Data Protection Officer, Kuda Mika, via email at kuda.mika@oliveacademies.org.uk, or by post addressed to the Olive Academies Board of Trustees, Training and Development Centre, Inskip Drive, Hornchurch, RM11 3UR.