



THRIVE IN LIFE NORTH EAST AND UK LTD

Customer Privacy Notice

Registered Name: THRIVE IN LIFE NORTH EAST AND UK LTD

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post

26 King Edward Road, Heaton, NEWCASTLE UPON TYNE, Tyne and Wear, NE6 5RE, GB

Telephone

07889174521

Email

mick@thriveinlife.uk

What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Names and contact details for carers
- Gender
- Pronoun preferences
- Date of birth
- Dietary requirements (including vegetarian, vegan, gluten free and halal requirements)
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Welfare information (includes family and home life circumstances and history)
- Details of any criminal convictions
- Photographs
- Attendance and reason for absence data
- Account access information
- Progress reports
- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information

We also collect or use the following information **for student education and welfare**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account login or user information
- Purchase or service history
- Witness statements and contact details
- Relevant information from previous investigations
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data

We also collect the following information for **dealing with queries, complaints or claims**:

- Racial or ethnic origin
- Health information

We collect or use the following information **to comply with legal requirements**:

- Identification documents
- Health and safety information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following information **to comply with legal requirements**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information

Lawful bases and data protection rights

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests - collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

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Where we get personal information from

- Directly from you
- Parents or carers
- Local authorities or local councils
- Other education establishments
- Health care providers
- Individual schools.

How long we keep information

This section sets out our data retention policies and procedures, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain your personal data as follows:

(a) Names and email addresses for the purpose of sending out e-newsletters and other communications.

(b) Names, email addresses and locations gathered for events will be anonymised and retained for a maximum period of three years for impact evaluation purposes.

(c) Names, email addresses and additional information submitted for the purpose of opportunities or job applications.

Notwithstanding the other provisions of this section, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

Requests to delete personal data will be subject to any applicable legal and ethical reporting or document filing or retention obligations imposed on us.

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

We may update this policy from time to time by publishing a new version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email mick@thriveinlife.uk

The provision of such information will be subject:

(a) to a fee (currently fixed at GBP 10)

(b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

We may withhold personal information that you request to the extent permitted by law.

You may instruct us at any time not to process your personal information for marketing purposes (newsletter and other email communications.)

In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

Please let us know if the personal information that we hold about you needs to be corrected or updated.

Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Organisations we're legally obliged to share personal information with

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

1 September 2024