



# Privacy Notice for Students and Parents/Carers

## How we use your personal information

We want to let you know how we keep and use your personal information safely.

## Contact us

If you have any questions, you or your family can contact us:

**Post:** Bridge The Gap Malvern Ltd, 7 Edith Walk, Malvern, WR14 4QH

**Phone:** 01684 353588

**Email:** [enquiries@btgm.co.uk](mailto:enquiries@btgm.co.uk)

## What information we collect and why

We collect information to help you learn, stay safe, and make sure your needs are met. Some of the information we might collect includes:

- Your name, date of birth, and contact details
- Your preferred pronouns (e.g., he, she, they)
- Your dietary needs (like vegetarian or halal)
- Any special educational needs or disabilities (SEND) you have, or extra help you may need
- Your attendance, exam results, and progress on your programme
- Information about your health or wellbeing if it helps us care for you

## Where we get your information from

We may get your information from:

- You and your family
- Your school or other educational organisations
- Doctors or health professionals
- Social workers or local authorities



## Who we share your information with

We only share your information with people or organisations that need to know, like:

- Your parents or carers
- Your teacher, specialist support staff, or therapists
- The school you are on roll with
- Examination boards (for your tests)
- Social workers, education professionals at the local authority
- Emergency services (if there's an urgent need)

We never sell your personal information.

## How long we keep your information

We keep your information only as long as we need to. For example, we might need to keep it until you leave school or to meet legal requirements.

## Your rights

You have rights over your personal information. You can:

- **Ask to see your information** (this is called a Subject Access Request)
- **Ask us to correct it** if something is wrong
- **Ask us to delete it**, in some cases
- **Say no to certain ways we use your information**, if it doesn't stop us from meeting legal requirements

If you want to ask us about your rights, please contact us using the details at the top.

## How to complain

If you're unhappy with how we've used your information, please tell us.

If you're still unhappy, you can contact the Information Commissioner's Office (ICO):

**Post:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Helpline:** 0303 123 1113



**Website:** [www.ico.org.uk/make-a-complaint](https://www.ico.org.uk/make-a-complaint)

**We are here to help and keep you safe! If you or your family have any questions, just ask us.**