



# **The Percival Guildhouse**

## **Privacy Policy**

This policy sets out how we will treat your personal data. Personal data is defined as any information relating to a person who can be identified directly or indirectly.

### **Personal Data**

#### **What Personal Information we collect**

The Percival Guildhouse (PGH) will process a student's name, address, date of birth, email and telephone number, whether they are in receipt of benefits (for fee remission purposes) and where they heard about PGH.

#### **How and why we collect the data**

We collect the data from your completed enrolment form which all students complete once in each academic year either in person or over the telephone with a member of the office team.

PGH will collect personal information for the following reasons:

- Administrative purposes - to contact you regarding PGH
- Statistical purposes - to manage the curriculum and inform decision making
- Brochure distribution - to contact you when new brochures are available.

#### **How we use it**

It is entered from the enrolment form into our database.

#### **How do we secure it?**

All the data is processed on computers which are password protected, the database itself is also password protected and is stored on the cloud which is encrypted. All paper copies are locked away in a filing cabinet and are destroyed at the end of each academic year. To ensure your data remains private we will give you a unique PGH membership number which you can use as a means of identification for enrolment.

#### **Third Parties**

The only individuals that we share the data with are the self-employed tutors and they are only provided your name, contact details and course payment receipt.

## **Consent**

We will ask you on the enrolment form if you agree to us processing your data for the reasons explained above. You have the option to withdraw at any time by telephone, post, email or face-to face. If your personal details are deleted during a year in which you are a student, we will not be able to send you a brochure in the Autumn term or contact you in any way.

## **Retention Policy**

Whilst you are a continuing PGH student, your personal data and your course data for the previous three academic years will be retained on the database. Data relating to courses before that will be deleted. If you are no longer attending PGH, your personal and course data will be retained for three complete academic years for statistical reasons and then deleted.

## **Questions**

Please contact the office and speak to the Data Controller (Sarah Gall) about any queries you may have.

## **Complaints**

If you have a complaint about our use of your information, we would prefer you to contact the Data Controller (Sarah Gall) direct in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website [www.ico.org.uk/concerns](https://www.ico.org.uk/concerns) or write to them at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.