Privacy Notice for learners parents and carers

Approved by: Samantha Coxon-Smith- Director
Date Approved: June 2026
Review Date: June 2027

Introduction
NLTE is committed to protecting the privacy, confidentiality and security of the personal information we hold about our learners and their families.
Many learners attending NLTE have Special Educational Needs and Disabilities (SEND), Social, Emotional and Mental Health (SEMH) needs, adverse childhood experiences, trauma or disrupted educational histories. We recognise that some of the information we hold is sensitive and requires the highest standards of confidentiality and protection.
This Privacy Notice explains how NLTE collects, uses, stores and shares personal information about learners and their parents or carers in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who We Are
NLTE is the Data Controller for the personal information we process.
The Director has overall responsibility for ensuring compliance with data protection legislation and effective information governance across NLTE.

Purpose
This Privacy Notice explains:

- What information we collect.
- Why we collect and use it.
- The lawful basis for processing.
- Who we may share information with.
- How long information is kept.
- Your rights under data protection legislation.
- How to raise questions or concerns.

Information We Collect
We may collect and process personal information about learners and parents or carers, including:
Learner Information

- Name.
- Date of birth.
- Address.
- Emergency contact details.
- Attendance records.
- Assessment information.
- Educational progress.
- Behaviour records.
- SEND information.
- Education, Health and Care Plans (EHCPs).
- Individual support plans.
- Risk assessments.

- Medical information.
- Safeguarding records.
- Photographs where consent has been provided or another lawful basis applies.

Parent and Carer Information

- Names.
- Addresses.
- Telephone numbers.
- Email addresses.
- Emergency contact information.
- Relationship to the learner.
- Correspondence relating to the learner.

Special Category Information

Where necessary, we may process:

- Medical information.
- Disability information.
- Mental health information.
- Ethnicity information where required.
- Information relating to safeguarding.
- Social Care involvement.
- Other information required to support the learner safely and effectively.

Special category information is processed only where permitted by law.

Why We Process Personal Information

We use personal information to:

- Provide education.
- Support learner wellbeing.
- Meet learners' SEND needs.
- Safeguard children.
- Monitor attendance.
- Assess progress.
- Develop Individual Learning Plans.
- Deliver pastoral support.
- Manage behaviour positively.
- Support medical needs.
- Communicate with parents and carers.
- Meet legal and regulatory responsibilities.
- Improve our services.

Lawful Basis for Processing

NLTE processes personal information under one or more of the following lawful bases:

- Legal obligation.
- Public task.
- Vital interests.
- Contract where applicable.
- Legitimate interests where appropriate.
- Consent where required.

Special category information is processed only where an additional lawful condition under UK GDPR applies.

Sharing Information

We may share information where appropriate with:

- Parents and carers.

- Referring schools.
- Local Authorities.
- The Department for Education (DfE), where required.
- Health professionals.
- Educational Psychologists.
- Social Care.
- Police where legally required.
- Ofsted.
- Examination bodies where applicable.
- Other organisations where there is a lawful basis.

Information is only shared where necessary, proportionate and lawful.

Safeguarding

Safeguarding is our highest priority.

Where necessary, information may be shared without consent if doing so is necessary to:

- Protect a learner from harm.
- Prevent abuse or neglect.
- Meet safeguarding duties.
- Support child protection investigations.
- Comply with legal obligations.

Information sharing will always be proportionate and in accordance with safeguarding legislation and guidance.

Photographs and Media

NLTE may use photographs, videos or recordings of learners for educational, promotional or celebratory purposes.

Where consent is required, parents or carers will be asked to provide this separately and may withdraw consent at any time.

Photographs used for safeguarding, identification or educational purposes may be processed under an alternative lawful basis where appropriate.

Information Security

We protect personal information through:

- Secure electronic systems.
- Password-protected devices.
- Restricted access to records.
- Secure storage of paper records.
- Confidential disposal of information.
- Staff training.
- Appropriate cyber security measures.

Only authorised individuals have access to personal information.

How Long We Keep Information

Learner records are retained only for as long as necessary to:

- Support education.
- Meet safeguarding responsibilities.
- Comply with legal and regulatory requirements.
- Meet financial and audit obligations.

Records are securely destroyed in accordance with **NLTE's Records Retention Policy**.

Your Rights

Parents, carers and learners (where appropriate) have rights under UK GDPR, including the right to:

- Be informed about how personal information is used.
- Request access to personal information.
- Request correction of inaccurate information.

- Request erasure where appropriate.
- Restrict processing in certain circumstances.
- Object to processing where applicable.
- Request data portability where relevant.
- Withdraw consent where processing relies on consent.

Some rights may be limited where legal obligations require us to retain information.

Data Breaches

If a personal data breach occurs, NLTE will:

- Investigate promptly.
- Take action to minimise any impact.
- Notify the Information Commissioner's Office (ICO) where legally required.
- Inform affected individuals where appropriate.
- Review procedures to prevent recurrence.

Working in Partnership

NLTE believes that strong partnerships with parents, carers and professionals achieve the best outcomes for learners.

We are committed to:

- Open and honest communication.
- Respecting confidentiality.
- Sharing information appropriately.
- Supporting informed decision-making.
- Protecting learner welfare at all times.

Contact Us

If you have any questions about how your personal information is used, please contact the Director in the first instance.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Statement of Privacy Principles

At NLTE:

- Personal information will be processed lawfully, fairly and transparently.
- Confidentiality underpins safeguarding, trust and effective partnership working.
- Learner information will be handled with care, dignity and respect.
- Personal data will only be shared where there is a lawful basis.
- Everyone shares responsibility for protecting personal information.
- We are committed to maintaining the highest standards of information governance to support the safety, wellbeing and success of every learner.