

TEN Group Personal Information Charter

1. Transforming Education in Norfolk (TEN) Group collects and uses personal information to carry out its legal and legitimate functions as defined by legislation, common law and best practice. We will handle all personal information in accordance with the requirements of the General Data Protection Regulation (GDPR) and Data Protection Act 2018. You can view our Data Protection and other relevant policies on the websites of each of the TEN Group organisations.
2. We use personal information to:
 - Provide education, training, welfare and educational support services
 - Assess and improve standards, outcomes and results
 - Engage with the community, local businesses and other organisations to enhance and improve our services, and support to our students and staff
 - Administer property and facilities, including provisions for the security and safety of our premises, and
 - Maintain records and accounts
 - Support and manage our employees
3. We will inform you of the reasons for collecting and using your personal information. In addition to this Charter and to the registration notices held by the Information Commissioner Office for each of our federation organisations, we will publish privacy notices relating to specific activities. Information may also be provided at the point of collection, for example attached to an application/enrolment form.
4. Where information is collected for the purposes of our legal and legitimate activities, your information will be held and used without obtaining specific or explicit consent. Consent will be requested if the service/function is optional; the service/function is not consistent with what you would expect from an educational institution (for example marketing of new services or services provided by a third party); or the service/function involves more intrusive methods (for example biometric data).
5. We may share information with other organisations, including government bodies, local authorities, other educational institutions, charities and support groups, and businesses and sponsors. Where appropriate we will remove personal identifiers, such as names, in order to anonymise the information. As educational institutions we are required or entitled to share some personal information by law. We have a statutory duty to share information in safeguarding situations where we believe a child is at risk of harm. Whenever we share information, either routinely or on request, we will ensure it is fair and lawful to do so and we will consider fully your rights. We will seek your consent to share your information when appropriate.
6. We take great care to ensure the information we hold is accurate, kept up to date, and is destroyed when no longer required. We will remind you from time to time to let us know if any of your personal details have changed so we can update our records. If you believe we hold inaccurate information you can require us to amend it. We use a retention schedule to ensure records are retained for an appropriate period and then destroyed.
7. We have procedures in place to respond to you exercising your rights under current data protection legislation, in particular the right of access to personal information we hold about you. You can also decline to be contacted for marketing purposes, and object to use of your personal information that causes you unwarranted damage or distress. Details of who to contact are on the websites of each of the TEN Group organisations.
8. We use a variety of physical, technical and procedural security measures to protect personal information. Sometimes this may mean we are prevented from using certain technologies or we have to put controls in place in order to ensure the personal information is secure. Our staff are trained on joining and every following 2 years in the appropriate procedures for handling personal information. We investigate all actual or possible breaches of security and audit all our compliance with current data protection legislation.
9. If you are unhappy with the way in which we have handled your personal information you can contact the Principal of the relevant organisation, or the Head Professional Services at Norfolk Educational Services based at City College Norwich.