



# Community First Academy Trust

## **GDPR**

**How we use your  
information**

**Privacy notice for  
Customers**

**Community First Academy Trust**  
Rivington Avenue, Platt Bridge, Wigan WN2 5NG  
T. 01942 487999 | E. [info@cfat.org.uk](mailto:info@cfat.org.uk)  
[www.cfat.org.uk](http://www.cfat.org.uk)

V1– April 2018

## **Privacy notice for Customers**

Under data protection law, individuals have a right to be informed about how the school uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about customer we trade with through our academy trust including our Teaching School and Initial Teacher Training Facility.

We, Community First Academy Trust, Rivington Ave, Platt Bridge, Wigan, WN2 5NG, are the 'data controller' for the purposes of data protection law.

The Company gathers and processes your personal information in accordance with this Privacy Notice and in compliance with the General Data Protection Regulations (GDPR) and other relevant data protection regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

### **Information That We Collect**

We process your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### **The personal data that we collect is:**

- Name
- Business Address
- Business Email
- Telephone Number
- Mobile Telephone Number
- Contact person(s) contact information
- Bank Account information to process any form of payments for services

#### **We collect information in the following ways:**

- Customer emails
- Customer phone calls
- Face to face directly from customers

### **How We Use Your Personal Data**

The Trust takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We retain your data only for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent out to your preferred address
- We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.

### **Your Rights**

You have the right to access any personal information that we process about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible, but certainly within legal timeframes, unless there is a valid reason for not doing so, in which case you will be notified.

You also have the right to request erasure of your personal data or to restrict in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request. This is to ensure that your data is protected and kept secure.

## **Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We may use third parties to provide the below services and business functions; however, all processors acting on our behalf process your data only in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

## **Sub-Contractors**

### **Safeguarding Measures**

We take your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including:

- Password on Computers and phones
- Locked filing cabinets
- Anti-virus software
- Password protected Software

## **Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. We do not transfer or store any personal data outside the EU.

## **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to us. However, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

## **Legitimate Interests**

As noted in the '*How We Use Your Personal Data*' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for and have identified that our interests are the management of providing services for customers.

## **How Long We Keep Your Data**

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We will keep your data on our systems for as long as a relationship exists between us, unless you ask us specifically to remove your details.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

## **Complaints**

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our data protection officer.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

### **Contact us**

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**.