

Privacy Policy

Passion for Learning is a caring and inclusive organisation passionate about using fun and imagination to boost children's confidence and self-esteem. Our volunteers help to provide children with bespoke opportunities and experiences that they need to become competent readers and enthusiastic learners and fulfil their potential both in school and in their futures.

Whether your connection with Passion for Learning is as a new Enquirer, Volunteer, nominated Referee, Funder, School, Supplier or Employee, or parent of a child we are committed to protecting your privacy and the personal information we obtain, in compliance with the General Data Protection Regulation (GDPR) 2018. This Privacy Policy sets out the basis on which any personal data or information we collect from you, or that you provide to us, will be processed by us.

We will collect and use individual user details only where we have a legitimate reason and are legally entitled to do so. Any redundant data will be immediately destroyed.

Relevant information

- We collect information through your use of the Passion for Learning website when you make an enquiry using the on-line form. Also if you respond through a Twitter feed or our Facebook page.
- We collect information through your completion of a Passion for Learning application form when you express an interest in volunteering with us.

In most instances, as a Volunteer, the details we hold for you will be your name, address, Date of Birth, email address and contact telephone number.

- We collect information from prospective funders and donors and new partnership schools and organisations through social media, meetings, emails, telephone calls and written correspondence.

The details we will collect include a main contact name, address, telephone number and email address.

- We collect information about suppliers and parties that provide a service for us.
- We also collect information about Referees, as nominated by prospective Volunteers.

In most cases the information will be your name, address, email details and a main contact name.

- We collect information about a child through the completion of an enrolment form or other required Pfl document, whether by the school or by the child's parent or legal guardian.

Please be aware that if you contact us by telephone, letter, email or via social media (e.g. Website, Facebook, Twitter), we may keep a record of that correspondence.

How will Passion for Learning store my personal information?

- All the information you provide to us will be stored on a secure server. We have a comprehensive Access Control Policy, Retention of Records Policy and a Technical Security Policy which all our Employees are well trained on to ensure your data is protected in compliance with GDPR. We will do our best to protect your personal data, however we cannot guarantee the security of your data transmitted to us as this would be outside the realms of our control; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.
- We will hold your personal information on our systems for as long as is necessary for the relevant activity. Example (1): We will have extra personal data on a prospective Volunteer to complete and process a DBS form. Once we have received the certificate of the DBS this information is destroyed as it has served its purpose. Example (2): For a donor or funder we will keep a record of monetary receipts for at least six years in compliance with Accounting procedures. Example (3): If you leave as a volunteer we will retain information for a period of 12 months in case we need to contact you regarding the volunteering service you have provided to a school.
- Any paper records are held in filing cabinets within a locked office in a secure alarmed business centre with security-shuttered windows.

How will Passion for Learning use my personal information?

Passion for Learning will use your personal information in a number of ways including:

- (a) To provide you with information, products or services that you request from us or which we feel may interest you, where you have agreed to receive it.
- (b) To respond to any correspondence you have entered into with us whether by letter, email, social media or other means and contact you in relation to your application as a Volunteer, or your interest as a school, funder or donor.
- (c) To carry out our obligations arising from any contracts entered into between you and us.
- (d) To invite you to participate in surveys, research or other interactive features which Passion for Learning may ask or undertake to look to improve its services.
- (e) To notify you about any changes or updates to our service, that may affect you.

Will Passion for Learning disclose my information to anyone?

- We will only use your personal information for the purposes for which it was obtained, unless you have given us your permission to share that information with others. With your permission, we will only share your information with selected third parties.
- In some instances we may need to share your personal data with Third Parties, though we will never do this without your express permission. This situation might occur, for example, with funders or donors, as the data we collect from you may be transferred, processed and stored with third parties to assist us in the processing of your payment details. With an employee we will need to share your details with HMRC and any external payroll services we use. With Volunteers it may be that we need to provide your name to an external venue where we are holding training sessions.

Any third parties who access your data in the course of providing services on our behalf are subject to strict contractual obligations to ensure your data is treated securely and in accordance with this Privacy Policy.

By submitting your personal data, you agree to this process.

- We will keep your personal data confidential except where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing) or to protect the rights, property, or safety of Passion for Learning, our users, or other third parties.
- If you post or send offensive or defamatory content to Passion for Learning or anywhere on the Passion for Learning website or other social media, we may use your personal information to prevent such behaviour. Where Passion for Learning reasonably believes that you are or may be in breach of any laws, we may use your personal information to inform relevant third parties such as your internet provider or a law enforcement agencies about the content.

How will Passion for Learning ensure all data is relevant?

We will ensure, on an annual basis, that data collection methods are reviewed in an internal audit and check that all the information stored, whether paper based or electronically, is relevant. If it is not relevant the data will be destroyed per our Secure Disposal Policy. Staff are trained in collecting and maintaining accurate and relevant information and adhere to all Passion for Learning Policies. Our staff are fully aware of their responsibilities to protect personal data.

Subject Access Request (SAR) Procedure

GDPR gives you the right to access information held about you. We are obliged to respond to any request within one month from the date of the request. Where a SAR has been made electronically, the information will be provided in a commonly used electronic format. You also may withdraw consent of us holding any personal data on you at any time. We will not charge for this request unless a request is manifestly unfounded, excessive or repetitive.

Right to Object

We will inform individuals of their right to object at the first point of communication. They can object in writing or via electronic format to the 'Contacting Us' details below. Their request will be logged and actioned without delay or at least within one month of the date of the objection. Objections will be acknowledged to the way their personal data is being processed (eg. If it is being used for direct marketing purposes without their previous explicit consent). We reserve the right to refuse the objection if data is being processed for a legitimate legal reason.

Legal information and contacting us

All questions, comments or requests regarding our Privacy Policy are welcomed and should be directed to the Data Controller (Passion for Learning C.I.C.) at the following address: Passion for Learning C.I.C., Unit D3, Stanlaw Abbey Business Centre, Ellesmere Port CH65 9BF, or diane.clark@passion-for-learning.com

If you wish to raise a complaint with a supervisory body then you should contact the Information Commissioners Office.

You have a right to object to our processing of your data if you can provide legitimate and legal reasons for doing so.