



Data Protection Policy & Privacy Notice

Information Sharing & Data Protection for guardianship students

Confidentiality and sharing information

Confidentiality issues need to be understood if a student divulges information they are being abused. A student may only feel confident to confide in a member of staff if they feel that the information will not be divulged to anyone else. However, My Guardians personnel have a professional responsibility to share relevant information about the protection of children with the designated statutory agencies when a child is experiencing child welfare concerns.

It is important that each member of staff deals with this sensitively and explains to the child that they must inform the appropriate people who can help the child, but that they will only tell those who need to know in order to be able to help. Be aware that it may well have taken significant courage on their part to disclose the information and that they may also be experiencing conflicting emotions, involving feelings of guilt, embarrassment, disloyalty (if the abuser is someone close) and hurt.

Sharing information

All staff will understand that child protection issues warrant a high level of confidentiality, not only out of respect for the pupil and staff involved but also to ensure that being released into the public domain does not compromise evidence.

Staff should only discuss concerns with the Designated Person. That person will then decide who else needs to have the information and they will disseminate it on a 'need-to-know' basis.

Child protection information will be stored and handled in line with Data Protection Act 1998 principles.

Record of concern forms and other written information will be stored in a locked facility and any electronic information will be password protected and only made available to relevant individuals.

This Data Protection Policy & Privacy Notice applies to our guardianship services we offer to international students under the age of 18 years old.

The protection of privacy and personal information of our guardianship students is important to us. We make sure that not only do we have appropriate security measures in place, but that any other organisation we work with to provide a service also meets the same standard as us.

- We will make it clear at the point we request your information why we are collecting it and how we are going to use it.

- We will collect and use your personal information only if we have your permission or we have sensible reasons for doing so, such as collecting sufficient information from parents about this child in order to fulfil our guardianship duties.
- We will minimize the amount of information we collect from you to what we need to deliver our services.
- We will be clear in our dealings with you as to what information about you we will collect and how we will use it.
- We will use personal information only for the purposes for which it was originally collected and we will delete it securely when you request this or after a clearly defined timescale.
- Our website and social media channels are accessible via the Internet. Please remember that if you post any comments or links on any of our sites that they can be read and accessed by anyone and everyone.

What information do we collect about you and how do we use it?

- When you contact us for information.
- When you work with us as a host family, taxi driver or other guardianship personnel, if you are our partner school, student or parents.
- If you choose our guardianship services.
- When you use the website.
- If you choose to reveal information in emails or by posting on social media.

What information do we store?

We store the following information about our students, host families and members of staff as a Data Controller.

Students

- Information you supply on booking and registration forms and safeguarding forms as our guardianship students.
- Feedback from you.
- Records of meetings, email, telephone and paper correspondence.
- Photographs you send us.

Host Families

- Information you supply on application and registration forms.
- Photographs you provide for your host family profile.
- Confidential written references from referees supplied by you.
- Interview notes, home visit notes and records of observations.
- Information supplied by the DBS.
- Feedback from students.
- Feedback from you.
- Banking information for the purpose of transferring fees to you.
- Records of meetings, email, telephone and paper correspondence.
- Information you supply on application forms and on CVs.
- Confidential written references from referees supplied by you.
- Information supplied by the DBS (if applicable)

The minimum information we will need from you to register for our email newsletters is your name and email address. We will process data collected for this purpose based on Legitimate

Interest to deliver the service for which you have registered. On this basis, we will also contact you occasionally about other relevant services we offer, which we think will interest you. You always have a choice and can opt out of processing on this basis at any time by contacting our Database Manager by email or telephone:

How long do we keep your data?

Because we collect data for a wide range of purposes, we do not have a singularly defined retention period. For each individual service, we define a carefully assessed timeframe within which we retain your data. After this, data is managed to ensure that it is either erased from our system or minimised and retained for legal reasons.

Updating your personal information

Under current data privacy legislation, you have the right to rectify, erase or restrict the processing of your data without undue delay. You may also request access to the data we hold on you. To do this, or to update your personal information at any time, please contact our Database Manager:

Email address info@myguardians.co.uk phone +44 (0) 7919425660.

Whom do we share data?

Your information may be shared with our partner schools, host families, students, taxis, travel companies or other services necessary for our business operations.

My Guardians will also share your information, including contact details, with the AEGIS office and lead and supporting inspectors for the purposes of an (re) accreditation inspection within their privacy notice and data protection policy, with the relevant permissions and in line with the ICO data protection principles.

These parties are responsible for the security of this data, will not use your data for any other purpose except the purpose for which it was provided, and will not share your data with any third parties.

We will not share your personal information with others for marketing purposes.

Legal information and how to contact us

Under the currently applicable laws we have to say who the data controller is for My Guardians services. The data controller is the organisation responsible for protecting information and, in our case is My Guardians Ltd.

Data Protection Officer: Mrs Irina Bowman, telephone 07919425660, info@myguardians.co.uk

Access to your information

If you would like access to or a copy of the personal information we hold about you, to request a correction, or have any questions about how we may use it or to make a complaint, please contact the Data Manager by email or by telephone.

Requests will be dealt with by the Data Manager, and will be responded to within a reasonable period, not longer than 30 days.

If you are not satisfied with the way your request was handled, you have the right to lodge a complaint with the supervisory authority – details of which are given below:

Information Commissioner's Office <https://ico.org.uk/concerns/> Tel: +44 303 123 1113.

Changes to the privacy policy

If we make changes to our Privacy Policy, we will show you what they are here. If these changes are significant, we may also choose to email relevant individuals with new details. If law requires us, we will obtain your consent to make these changes.

Changes to this policy by date:

Updated January 2021

[Tel +44\(0\)7919425660](tel:+44(0)7919425660), email info@myguardians.co.uk

[My Guardians Ltd is registered in England & Wales, Reg Number 8920466](#)

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