

# Data Protection and Privacy Policy

## Introduction

CAM Educational Services needs to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact. This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards — and to comply with the law.

## Why this policy exists

This data protection policy ensures CAM Educational Services:

- Complies with data protection law and follow good practice
- Protects the rights of customers and tutors
- Protects itself from the risks of a data breach

## Data protection law

The Data Protection Act 1998 describes how organisations — including CAM Educational Services— must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection People, risks, and responsibilities

## Policy scope

This policy applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998. This can include: Names of individuals, Postal addresses, Email addresses, Telephone numbers and any other information relating to individuals.

## Data protection risks

This policy helps to protect CAM Educational Services from some very real data security risks, including:

- Breaches of confidentiality. For instance, information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how the company uses data relating to them.

## **Why I Collect Your Data**

I need to collect your Personal Data in order to:

- Provide my service to you. This includes the building of a 'learner profile' obtained through background information and careful selection of assessment tests for the individual.
- Enhance the personalised service I provide to you.
- To track the progress of children who receive tutoring from me.

When I use your Personal Data, I am required to have a lawful basis for doing so and this will be relevant to the purpose that it was collected for.

## **Data storage**

All data must be collected, stored and handled appropriately, in line with this policy and data protection principles. In particular, strong passwords are used and never shared. Personal data is disclosed to unauthorised people, either within the company or externally. Data is regularly reviewed and updated if it is found to be out of date. If no longer required, it is deleted and disposed of.

When data is stored on paper, it is kept in a secure place where unauthorised people cannot see it. These guidelines also apply to data that is usually stored electronically but has been printed out for some reason: When not required, the paper or files will be kept in a locked room.

When data is stored electronically, it is protected from unauthorised access, accidental deletion and malicious hacking attempts: Data is protected by strong passwords that are changed regularly and never shared and only uploaded to an approved cloud computing services.

Administrative data is retained for up to six years as necessary, in the unlikely event there are queries from HMRC and the VAT commissioner. Where it is not necessary to retain the data for six years, it is destroyed as soon as possible. All hard copies are shredded, and electronic information is securely deleted.

Personal Data will be kept as long as necessary for the purposes set out above. At your request or if you do not engage with me for a period of 3 years, I will review and delete any information that I no longer have a legitimate reason to retain.

Assessment tests results and reports for individuals under the age of 16 are held until their 25<sup>th</sup> birthday.

## **Subject Access Requests**

Individuals may request to see the data CAM Educational Services holds about them. Requests must be made in writing and will be responded to within one month and charged £10 per subject access request.

All individuals who are the subject of personal data held by CAM Educational Services are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it.
- Be informed how to keep it up to date.
- Be informed how the company is meeting its data protection obligations.

CAM Educational Services tries to meet the highest standards when collecting and using personal information. However, if you are not satisfied with the response from me or believe I am not processing your personal data in accordance with the law you have the right to raise your complaint with the Information Commissioner's Office (ICO). My ICO registration number is ZB366325.

Contact information ICO:

Website: <https://ico.org.uk/concerns/>

Telephone: +44 (0) 303 123 1113

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