

Privacy Notice

1. Introduction

We are committed to protecting and respecting your privacy. We are registered under the remit of North Tyneside Council as a 'data controller' under the Data Protection Act (registration no. Z6643161) as we collect, use and hold personal information about you in order to provide services.

This policy explains how we use and share your information. Information may be collected on a paper or online form, by telephone, email, or by a member of our staff, or one of our partners.

Please read the following carefully to understand how we will treat your personal information, as by using our services you are accepting and consenting to the practices described in this policy.

2. Why do we collect information from you

We need to collect and hold information about you, in order to:

- contact you by post, email or telephone with regards to queries, open events and recruitment;
- facilitate the admissions and interview process.

We may not be able to provide you with the correct service unless we have enough information, or your permission to use that information.

3. What information can we collect from you

We may collect and process the following information about you:

Information you give us. You may give us information about you by filling in an application form via the UCAS website, or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you submit a contact form through our website.

4. How we use your information

By using our services you consent that we may use your personal information (which may sometimes include sensitive personal information, i.e. disability information etc.) that we collect from you, or from a third party, in accordance with this policy.

Information which you provide us with will be kept securely and will be used for the purposes stated when the information is collected. For example:

- to progress the service you requested (i.e. applying for teacher training);
- to allow us to be able to communicate and provide services appropriate to your needs;
- to allow the statistical analysis of data so we can plan the provision of our programme.

5. Information sharing

In order to provide you with a good service or investigate complaints, we may use and pass on the information we hold about you to other people and organisations that provide that service, for example to other departments of the Council, the Council's partners and to other external professional organisations to carry out statutory functions. These departments, partners, and external professional organisations are obliged to keep your details secure, and use them only to fulfil your request or deliver the service.

We are the sole owner of the information collected by us and we will only provide personal information to an external organisation or individual for the purposes set out above or in order to help prevent; risk of harm to an individual, crime, including fraud, or if required to do so by law or under a data sharing agreement. At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

6. Detect and prevent fraud or crime

We are required by law to protect the public bursary funds that we administer. We may use any of the information you provide to us for the prevention and detection of fraud. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Department for Education and the Police.

In addition to undertaking our own data matching to identify errors and potential frauds we are required to take part in national data matching exercises undertaken by the Audit Commission. The use of data by the Audit Commission in a data matching exercise is carried out under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned.

In limited situations we may monitor and record electronic transactions (website, email and telephone conversations). This will only be used to prevent or detect a crime, or investigate or detect the unauthorised use of the telecommunications system and only as permitted by the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000.

7. Telephone calls

Ordinarily we will inform you if we record or monitor any telephone calls you make to us. This will be used to increase your security, for our record keeping of the transaction, and for our staff training purposes.

8. Emails

If you email us we may keep a record of your contact, your email address and the email for our record keeping. However, this information will not be kept longer than necessary.

10. Using our website

Our website; www.ntscitt.org.uk/ , does not store or capture personal information when you access it as a visitor. Our systems will only capture and record personal information if you contact us and leave your details for us to respond. Please note that any forms on our website that capture personal information are secure.

11. Cookies

Our website uses cookie technology to help log visitors to our website. A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your computer's memory. This helps us to provide you with a good service when you browse our website and also allows us to improve our site. No personal information is collected this way.

12. Links to external websites

This Privacy Notice does not cover external links on our website. We therefore encourage you to also read the privacy statements on the external websites you may visit.

13. How we will protect your information

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it. North Tyneside Council have an Information Governance Handbook that includes policies on Data Protection, Information Security, and Freedom of Information and Environmental Information. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide regular training to staff that handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly. We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

14. Your rights

You have the right to ask us to stop using your personal data however; this may cause delays or prevent us delivering a service to you. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

We aim to ensure that the information we hold about you is accurate and up to date. However, there may be situations where you find the information we hold is no longer accurate and you have the right to have this corrected.

You also have the right to request a copy of the information that we hold about you (Subject Access Request). If you would like exercise the above rights or request a copy of some or all of your personal information, please email us at; foiofficer@northtyneside.gov.uk or write to us at; Central Information Team North Tyneside Council Quadrant The Silverlink North Cobalt Business Park North Tyneside NE27 0BY.

Any Subject Access Request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

15. Changes to our privacy policy

We keep this policy under regular review and we will place any updates on our website at www.ntscitt.org.uk/ This privacy notice was last updated on 18/02/2019.

16. Further information

For further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact us at foiofficer@northtyneside.gov.uk , via phone on 0191 643 2333 or write to us at; Central Information Team North Tyneside Council Quadrant The Silverlink North Cobalt Business Park North Tyneside NE27 0BY.