



Families Supporting Families Pathway

Privacy Notice

Last updated: 11 March 2022

This privacy notice (“**notice**”) explains how we, Edesco Ltd, trading as The Education People (“**we**”, “**us**”, “**our**”) handle your personal data if you take part in our Families Supporting Families (**FSF**) Pathway.

If you don’t understand anything in this notice, or want to ask any question about your data protection rights please contact us by email to DPO-TEP@theeducationpeople.org.

1. What is the FSF Pathway?

The Families Supporting Families Pathway workshops have been developed by us to enhance families' learning about their children's dispositions to learn in order to support their children and approaches to parenting, and promote family wellbeing. We provide the FSF Pathway exclusively to families who have been signposted to us by a charity, local council, school, children's centre or other introducing party (“**introducing organisation**”).

2. Who Does This Privacy Notice Apply to?

This notice applies to you and your family if you participate in the FSF workshops, group meetings and related learning sessions.

3. What Types of Personal Data Do We Process?

“**Personal data**” means any information that identifies you or relates to you.

We will process the following personal data about you:

- **general information** including your name, date of birth, gender, marital status, address, telephone number and email address, and similar information
- **family and educational information** including your family circumstances, educational and cultural background, learning and development information, and similar information
- **information about your use of our services**, such as progress in your child's learning, your personal learning progress, and how you participate in our programme, photos and footage of your participation in our Pathway sessions (where you have consented to such), your feedback, evaluations and opinions about our services
- **special categories** of personal data including your race, ethnic origin, religious or philosophical beliefs, sexual orientation, political or trade union affiliation and information about yours and your children's health, medical conditions or disability information.

We ask for personal data that is necessary for our purposes in providing the FSF Pathway. However, please let us know if you feel that we request too much.

We will rely on the information provided by you as being accurate, complete and up to date. We ask that you let us know of any changes.

4. How Is Your Personal Data Collected?

We may get your personal data from:

- **you**, when you complete forms, provide documents, feedback, interact with us online or in person or through your behaviour which we observe during our FSF sessions or identify in evaluation meetings
- **third parties** such as another organisation who introduces you to us with your permission, which might be your local council, children's centre, charity, school or other third parties.

If you provide information to us about your partner, children or others, please ensure they are happy for you to do so.

5. Why Do We Process Your Personal Data?

This section explains what personal data is needed for each purpose. Please contact us if you have any questions.

Purpose	Personal data	Lawful basis of processing
<p>To review and process your introduction to us.</p> <p>For example, a charity or children's centre may pass us your information so that we can arrange our services with you.</p>	General information	Necessary in order to take steps prior to entering into a contract with you.
<p>To find out more about your circumstances and enter into an agreement with you for our services.</p>	General information Family and educational information Special categories data	Necessary in order to take steps prior to entering into a contract with you and in respect of special categories, we rely on your explicit consent .
<p>To provide our services, send you communications and make recommendations.</p> <p>For example, to arrange meetings and learning sessions in order to support your family.</p>	General information Family and educational information Special categories data	Necessary for the performance of our contract with you and in respect of special categories, we rely on your explicit consent .
<p>To share your information with the introducing organisation in order to provide ongoing support.</p> <p>For example, once you have completed the FSF Pathway there may be follow-up evaluation by the introducing organisation or another party.</p>	Such personal data as is lawful, necessary and proportionate	Necessary for our legitimate interest in ensuring ongoing support to our service participants and in respect of special categories, we rely on your explicit consent , our duty of care or legal obligation .

Purpose	Personal data	Lawful basis of processing
To obtain your feedback and consider the learning from your participation in FSF for training, service development, research and administrative purposes by us and the introducing organisation .	Information about your use of our services Anonymised data	Necessary for our legitimate interest in managing our business, training our staff and improving our services and sharing knowledge.
To process and share information as is required for our compliance with the law or to establish, exercise or defend legal claims . To share information with third parties where required by law in order to escalate a safeguarding issue .	Such personal data as is lawful, necessary and proportionate	Where processing or sharing your data is necessary to satisfy our legitimate interest in complying with best practice or applicable laws, for compliance with our legal obligation , to establish, exercise or defend legal claims , or in the substantial public interest in safeguarding children and individuals at risk.

6. Who Do We Share Your Personal Data With?

Within our organisation, we only allow access to your personal data by people who have a “need to know”.

We may share your personal data with the following third parties:

- introducing organisation
- our affiliated entities who help us to provide the service or with business administration
- our service providers who provide communications, IT and other business tools and services
- public authorities where required by law or best practice
- our legal advisers and other professionals, for example, where necessary in connection with a dispute
- another organisation in case of a sale or acquisition of our business.

You should check the privacy statements of these third parties and we are not responsible for how they may process your personal data.

7. How Do We Keep Your Personal Data Safe?

We are committed to keeping all the information we hold about you secure, private and confidential.

We have procedures and security controls in place to keep your data secure once we receive it. We also make efforts to ensure our third-party service providers do the same.

8. How Long Is Your Data Kept?

We will only keep your personal data whilst we are providing our services, plus an additional three months to allow us to provide final recommendations and carry out statistical analysis and anonymisation. We may keep anonymised data for as long as necessary to conduct our research.

9. Where We Store Your Personal Data

Your personal data will be held in the UK. If your data needs to be transferred outside of the UK, for example to a service provider in the EU, we will make sure that your data protection rights are protected.

You can request further information on the safeguards we have in place to protect your data when it is transferred.

10. Your Rights

Unless a certain exception applies, you have the following rights in connection with your personal data.

- **Right to information** about matters set out in this notice. You may also contact us for further details about our data retention policy, international data transfers and other matters that are unclear.
- **Right to make an access request** to receive a copy of your personal data held by us.
- **Right to rectification** of any inaccurate or incomplete personal data.
- **Right to withdraw consent** if you have previously consented to something.
- **Right to object to our processing** of personal data based on our legitimate interests.
- **Right to erasure** of personal data that is no longer needed.
- **Restriction on the processing** of personal data.
- **Right to human intervention** in respect of any automated decision-making without human involvement that significantly affected you.
- **Right to data portability** from one service provider to another, where applicable.
- **Right to make a complaint** to the Information Commissioner's Office if you believe there is a problem with how we have handled your data.

All requests will be handled in a timely manner and no later than within one month. If we cannot handle your request within this period, we will explain why and process it as soon as possible thereafter.

11. Updates to This Notice

We may update this notice from time to time and will inform you of any new purpose of processing. If any such changes significantly affect you, we will ask for your prior consent where we are required to do so by law.