



Privacy Notice

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| Agreed (date): | September 2025 |
| Next review (date): | September 2026 |

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post: Achievio Ltd, 15&16 Evans Business Centre, Hampton Park West, MELKSHAM, Wiltshire, SN12 6LH, GB

Telephone: 01225 965380

Email: enquiries@achievio.co.uk

What information we collect, use, and why

We collect or use the following information **for student education and welfare:**

- Names and contact details for students/children
- Names and contact details for parents, guardians, carers
- Gender
- Date of birth
- Next of kin and emergency contact information
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Welfare information (includes family and home life circumstances and history)
- Photographs
- Attendance and reason for absence data
- Account access information
- Progress reports
- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information
- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Addresses
- Account login or user information
- Purchase or service history
- Witness statements and contact details
- Relevant information from previous investigations
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Attendance and reason for absence data

We collect or use the following information **for information updates or marketing purposes:**

- Names and contact details
- Addresses
- Marketing preferences
- Photographs
- Website and app user journey information
- IP addresses
- Records of consent, where appropriate

We collect or use the following information **for recruitment purposes:**

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg DBS, Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)
- Payment details (bank account, tax information etc)

We also collect or use the following special category information **for recruitment purposes**.

This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following information **to comply with legal requirements**:

- Identification documents
- Health and safety information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Safeguarding information
- Any other personal information required to comply with legal obligations

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible **lawful bases** in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](#).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).

- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests - collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information **for information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information **for recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Directly from you
- Regulatory authorities (eg HMRC)
- Parents or carers
- Local authorities or local councils
- Social services
- Other education establishments
- Health care providers
- Publicly available sources
- Previous employers

- Other alternative provision providers

How long we keep information

| File Description | Retention Period |
|--|---|
| Student Information | |
| Student Details (student details form or Learner Information form) | 2 years from the child's last attendance |
| Safeguarding records | Transferred to next setting following child's last attendance or until child reaches the age of 25 |
| Attendance records | 2 years from the child's last attendance |
| Students Work | Where possible, given to the student to take home at the end of the academic year, otherwise retained for 1 year. |
| Photographs | 1 year from the child's last attendance |
| Staff Information | |
| Job applications and interview records of unsuccessful candidates | 6 months after notifying unsuccessful candidates |
| Job applications and interview records of successful candidates | 6 years after employment ceases |
| Written particulars of employment, contracts of employment and changes to terms and conditions | 6 years after employment ceases |
| Right to work documentation including identification documents | 6 years after employment ceases |
| DBS checks and disclosures of criminal records forms | As soon as practicable after the check has been completed and the outcome recorded |
| Emergency contact details | Destroyed on termination |
| Payroll and wage records | Six years after end of tax year they relate to |
| Current bank details | Until updated plus three years |
| Time sheets/clock cards/flexitime | Current year plus three years |

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Parents and carers
- Local authorities
- Social services
- Fostering agencies
- Pupil Referral Units (PRU's) or Education Otherwise at School Centres (EOTAS)
- Specialist teachers such as peripatetic workers or speech and language therapists
- School governing bodies (such as Board of governors or Parent/teacher associations (PTA))
- Health care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Legal bodies or authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Previous employers
- Suppliers and service providers
- Professional consultants

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>