



LW CONSULTANCY
EDUCATION WELFARE SERVICES

PRIVACY POLICY

CONTACT



LISA@LWCONSULTANCY.CO



07940 732737



LW Consultancy is an independent Education Welfare Service. We provide an Education Welfare Service to support schools to monitor attendance and help reduce the number of persistent absentees. We take data protection very seriously and the following document explains how we use your data and why.

WHY DO WE COLLECT YOUR INFORMATION

We collect personal information about pupils/students and personal details of their parents/carers from schools that have commissioned LW Consultancy to provide an Education Welfare Service to address concerns around school attendance and punctuality.

THE INFORMATION WE COLLECT & STORE

The information we hold may include, pupil names, address, date of birth, attendance records, late records, reasons for absence and any other relevant information that may impact on school attendance such as special educational and health needs. Parents names, contact address, email addresses, telephone numbers. Data stored by LW Consultancy is held in secure systems which are only accessible to authorised staff. Data collected by LW Consultancy will be provided by our clients during the operation of our contract. This data may be electronic, paper or verbal communication logged in our systems. Data about pupils and their parents which is stored and controlled by LW Consultancy is used exclusively for the purposes of delivering our contractual obligations as agreed with our clients.

SHARING YOUR PERSONAL INFORMATION

LW Consultancy does not share this information unless specifically requested to do so by the school, parent/carers, Social Workers or Local Authority Officials. We will share only what is necessary and proportionate. LW Consultancy will not share this information with any external agency without consent unless there is a child safety concern. LW Consultancy only hold data for the purpose of delivering our services. In addition, in our role as Education Welfare Officers, we may have authorised access to systems and data controlled by our clients. These systems may contain sensitive personal and confidential data about pupils and their parents. School systems which are accessible to our employees, may include data such as names, addresses, date of birth, ethnicity and any other relevant data held by our clients in their systems. Data held in client systems is subject to the customer's data retention policies as defined by their data controller. LW Consultancy will only share data controlled by our clients with appropriate third parties in accordance with the schools' contract and in full compliance with the schools' data protection policies.

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STORING YOUR PERSONAL INFORMATION

Data about our customers is stored in accordance with our Data Retention Policy and is deleted when it is no longer required. LW Consultancy keep your information on computer systems and in school files. To keep your information safe, we take the following measures

Our database system is managed by an Independent IT Consultancy who is responsible for where data is stored and for keeping all data safe and in compliance with GDPR. Our files are kept in locked cupboards within the individual school. Our SLA with schools include a confidentiality clause. We only request information relevant to the School Referral and do not retain information that is not necessary. All of our staff have enhanced DBS checks and are regularly updated in data protection and information sharing. LW Consultancy are registered with the Information Commissioners Office to ensure that we comply with all aspects of data protection legislation.

HOW LONG DO WE STORE YOUR INFORMATION

We will not keep any personal information for longer than is required to work with pupils and their parents/carers in relation to improving school attendance, or for other essential purposes such as complying with our legal obligations.

DATA BREACHES

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes. In the unlikely event of a data breach, LW Consultancy will follow a strict protocol: Employees are trained to immediately recognise a data breach and understand that a data breach is not only about loss or theft of personal data. As soon as a data breach is identified, the employee will escalate the incident to our data protection officer (DPO). The DPO will evaluate the risk to the individual(s) concerned and the size of the breach. If it is deemed that there is a risk to individuals, we will notify the ICO within 24 hours.

We will notify affected individuals about any breach within 24 hours and this will be documented in company records.

REQUESTING ACCESS TO YOUR PERSONAL DATA

Under data protection legislation, parents and pupils have a right to request access to view the information that we hold about them. Request for access to view your personal information must be recorded in writing. If an individual contacts LW Consultancy requesting this information this is called a Subject Access Request. Subject Access requests must be made in writing to Ms Lisa Walsh, Data Protection Officer at lisa@lwconsultancy.co. Subject Access Requests must be accompanied by 2 forms of identification, of which one must

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contain a photograph. We will respond in full within 30 days. You may also make a verbal request.

DATA PROTECTION CONTROLLER

The LW Consultancy Data Protection Controller is Ms. Lisa Walsh - Owner of LW Consultancy Contact details are Tel No: 07940 732737. For further information about how LW Consultancy protect and manage data, please contact our office by email to lisa@lwconsultancy.co or in writing to our registered office address.

The postal address and registered office of the company is: 36 Milner Road, Caterham, Surrey, CR3 6JR.

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