



Website Privacy Policy

Written: September 2025
To be Reviewed: September 2028

Privacy notice for website visitors

Under data protection law, individuals have a right to be informed about how the school uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about individuals who use our websites.

We, The Pioneer Academy (TPA), are the 'data controller' for the purposes of data protection law.

The personal data we hold

We process data relating to those who visit our websites. Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to:

- Name, telephone number, email address when using our contact us section
- IP Address
- TPA cookie information
- Any other personal data that you choose to provide when submitting an enquiry via our contact form

Why we use this data

The purpose of processing this data is to help us run the school, including to:

- To customise the content you see
- Fulfil your requests
- For technical web site administration purposes
- Very occasionally to provide you with information regarding related goods and services that may be of interest with you. Note that this will only happen if you have 'opted-in' to receiving such messages as part of an enquiry regarding available services

Our lawful basis for using this data

We only collect and use personal information about you when the law allows us to. Most commonly, we use it where we need to:

- Fulfil a contract we have entered into with you
- Comply with a legal obligation
- Carry out a task in the public interest

Less commonly, we may also use personal information where:

- You have given us consent to use it in a certain way
- We need to protect your vital interests (or someone else's interests)

Where you have provided us with consent to use your data, you may withdraw this consent at any time. We will make this clear when requesting your consent, and explain how you go about withdrawing consent if you wish to do so.

Some of the reasons listed above for collecting and using personal information about you overlap, and there may be several grounds which justify the school's use of your data.

Collecting this information

While the majority of information we collect from you is mandatory, there is some information that you can choose whether or not to provide to us.

Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.

How we store this data

Data is stored securely with our web hosting provider and with 3rd party service providers that our web hosting provider uses to provide this website.

Information provided via our contact forms may be held securely at TPA until such time as it is no longer required.

A copy of TPA data retention policy can be accessed by visiting <https://thepioneeracademy.co.uk/gdpr-manual/>.

Data sharing

We do not share information about you with any third party without your consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law), or where it is required to process an enquiry that you have sent us, we may share personal information about you with:

- Our web hosting providers and their service providers
- The relevant local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns
- The Department for Education - to meet our legal obligation in providing a workforce census
- Your family or representatives - to act in your vital interests should the need arise
- Educators and examining bodies - to meet our public task obligations as a multi-academy trust
- Our regulator - Ofsted, the organisation that supervises us, under whom we have a legal obligation and a public interest to provide a quality education for pupils

- Suppliers and service providers – to enable them to provide the service we have contracted them for, such as payroll
- Financial organisations - in order to meet our contractual obligations in facilitating banking and financial services
- Our auditors - to meet our legal obligations to share data in order to ensure compliance to relevant legislation
- Health authorities - to protect your vital interests should the need arise
- Security organisations - to meet our legal obligations to share information where appropriate, such as safeguarding concerns
- Health and social welfare organisations - to meet our legal obligations to protect the welfare of staff and pupils
- Professional advisers and consultants - to meet our public task obligations in providing quality educational services
- Police forces, courts, tribunals - to meet our legal obligations as a responsible employer
- Professional bodies - to meet our public task obligations in providing continuous professional development
- Employment and recruitment agencies - to meet our legal obligations in providing responsible recruitment practices

Transferring data internationally

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

Your rights

How to access personal information we hold about you

Individuals have a right to make a 'subject access request' to gain access to personal information that TPA holds about them.

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact your school office.

Your other rights regarding your data

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe. You have the right to:

- Object to the use of your personal data if it would cause, or is causing, damage or distress
- Prevent your data being used to send direct marketing
- Object to the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact the individual school.

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our data protection officer at admin@satswana.com.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our data protection officer at admin@satswana.com.

For more information on how we process data, please visit our GDPR page at <https://thepioneeracademy.co.uk/gdpr-manual/>