



Privacy Notice for Visitors

Prepared by:	Mei-Ling Kan
Agreed by governing body:	Summer 2026
Review date:	Summer 2028

Signed:

Chair of Governors:

Executive Headteacher:

How we use Visitor Information

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 **Visitors**.

Chase Bridge is the ‘Data Controller’ for the purposes of data protection law.

As a public body we have appointed Grow Education Partners Ltd as our Data Protection Officer (DPO). The responsible contact is David Coy (see contact us below)

1. The personal data we collect and hold.

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

- Name
- Company/Institution details
- Vehicle registration details
- Closed-circuit television Images (CCTV) images
- Disclosure and Barring Service details
- Photo ID
- Recordings of inbound and outbound calls via the school’s telephony system. Recordings are securely stored on an encrypted platform.

2. Why we collect and use this data.

The purpose of collecting and processing this data is to help us run the school efficiently, including but not limited to:

- Fulfilling our legal obligations in relation to Keeping Children Safe in Education
- Informing our operational procedures
- Complying with the law regarding data sharing.

3. Our lawful basis for using this data.

This section contains information about the legal basis that we are relying on when handling your information. These are defined under Data Protection legislation and for personally identifiable information are:

- Processing is necessary to comply with the legal obligations of the school.
- Processing is necessary for tasks in the public interest or exercise of authority vested in the school (the provision of education).

4. How we store this data.

Your data will be stored on our electronic sign in system, inVentry, for **seven years**.

5. Who we share information with.

In order for us to legally, effectively and efficiently function we are required to share data with appropriate third parties, including but not limited to:

- Ofsted - during a school inspection
- Security organisations - to create a secure environment for all
- Our auditors, to ensure our compliance with our legal obligations
- Public bodies, such as NHS England
- Professional advisers and consultants - for us to develop our services and best provide our public service
- Police forces, courts, tribunals and security services.

6. Data Protection Rights

Individuals have a right to make a **‘subject access request’** to gain access to personal information that the school 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
- NOT provide information where it compromises the privacy of others
- 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.

In most cases, we will respond to subject access requests within 1 month, as required under data protection legislation. However, we are able to extend this period by up to 2 months for complex requests or exceptional circumstances.

Your other rights regarding your data

You may;

Privacy Notice for Visitors– Summer 2026

- Withdraw your consent to processing at any time (This only relates to data for which the school relies on consent as a lawful basis for processing)
- Ask us to rectify, erase or restrict processing of your personal data, or object to the processing of it in certain circumstances and where sufficient supporting evidence is supplied
- Prevent the use of your personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest, official authority or legitimate interests
- Request a copy of agreements under which your personal data is transferred outside of the United Kingdom.
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect you)
- Request a cease to any processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances
- Refer a complaint to the ICO
- Ask for your personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

If you would like to exercise any of the rights or requests listed above, please contact Mei-Ling Kan:

- Email: info@chasebridge.richmond.sch.uk
- Phone: 020 8892 1242
- Post: Chase Bridge Primary School, Kneller Road, Twickenham, TW2 7DE

The School will comply with the Data Protection legislation in regard to dealing with all data requests submitted in any format, although individuals are asked to preferably submit their request in written format to assist with comprehension.

We reserve the to verify the requestor's identity by asking for photo ID. If this proves insufficient then further ID may be required.

Data Protection Breaches

If you suspect that yours or someone else's data has been subject to unauthorised or unlawful processing, accidental loss, destruction, or damage, we ask that you please contact the DPO or Mei-Ling Kan.

7. Complaints

We take any complaints about how we collect and use personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concerns about our data processing, please raise this with us in the first instance at info@chasebridge.richmond.richmond.sch.uk. You can make a complaint to us at any time by contacting David Coy, 07903506531, david.coy@london.anglican.org.

Upon receiving a complaint, we will:

- Acknowledge receipt of the complaint within 30 days of receiving it
- Without undue delay, take appropriate steps to respond to the complaint, including:
 - Making appropriate enquiries based on the circumstances of the complaint
 - Keeping the complainant informed on the progress of the investigation

Without undue delay, inform the complainant of the outcome of the investigation.

8. Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact either our School Data Protection Lead, Mei-Ling Kan (contactable at info@chasebridge.richmond.sch.uk) or our independent Data Protection Officer David Coy (contactable on david.coy@london.anglican.org, 020 3837 5145).

9. Changes to this Privacy Notice.

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.