

## Privacy Notice

### Who we are

London Borough of Havering (LBH) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBH ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to Paritor's application Experios. It provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](#), which provides more detail.

### What data do we collect

We collect your name, date of birth, gender, school (where applicable) and your contact details including address, phone number and email.

### Why we collect your data

We collect your data so that we can allocate lessons to you or your child. We collect the data of our tutors so we can organise a pupil base for them to teach.

### The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

Article 6 (a) Consent: you give us clear consent to process your personal data for a specific purpose. You can withdraw your consent at any time.

### How we use your data

We will use your data to set up and arrange payment of lessons. We will use our tutor's data so we can allocate teaching to them.

### Who we will share your data with

We will only share your data with Paritor, the company that supplies our customer relationship management system Experios, for the purposes of storage. They will not use this data for any of their own interests – they purely store the data on their secure servers on our behalf.

### How long we will keep your data

We will keep your data safe and secure for a period of 5 year(s) in line with our retention Schedule following cessation of lessons. After this time, it will be securely destroyed. For tutors, we will delete data following cessation of their employment.

### How do we protect data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

### Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your individual rights at or at [www.havering.gov.uk/privacy](http://www.havering.gov.uk/privacy) or <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: [dpo@havering.gov.uk](mailto:dpo@havering.gov.uk)