



Data Protection, Privacy and Retention Policy

Secondary Alternative Education Provision

Policy Owner	In-Tuition Learning
Effective Date	August 2026
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Our commitment

In-Tuition Learning handles personal information lawfully, fairly, securely and only for clear educational, safeguarding, employment and business purposes. We collect only what we need, keep it only for as long as necessary and respect the rights of the people whose information we hold.

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1. Purpose and scope

This policy explains how In-Tuition Learning collects, uses, stores, shares and disposes of personal information. It applies to learner, parent and carer information, staff and contractor records, safeguarding information, commissioner and partner information, website or enquiry data and other personal information used in the course of our work.

It applies to employees, tutors, volunteers, contractors and anyone handling personal information on behalf of In-Tuition Learning. It should be read alongside the Safeguarding and Child Protection Policy and the ICT, Online Safety and Acceptable Use Policy.

2. Data protection principles

In-Tuition Learning will handle personal information in accordance with the UK GDPR and Data Protection Act 2018. Personal information will be:

- used lawfully, fairly and transparently;
- collected for clear and legitimate purposes;
- adequate, relevant and limited to what is necessary;
- kept accurate and corrected where necessary;
- kept for no longer than necessary;
- protected by appropriate technical and organisational security; and
- handled in a way that allows In-Tuition Learning to demonstrate responsible data-protection practice.

3. Information we hold and why

Depending on the service provided, information may include names and contact details, dates of birth, attendance and education records, assessment information, SEND and EHCP information, health or accessibility information, safeguarding records, behaviour or incident records, communications, photographs or recordings where appropriate, staff records and information required by commissioners or awarding bodies.

Information will be collected only where there is a clear purpose, such as providing education and support, safeguarding learners, meeting contractual or commissioning requirements, administering qualifications, managing staff, maintaining safety and security, responding to enquiries or meeting legal obligations.

4. Lawful use of personal information

Personal information will only be used where there is a lawful basis. Depending on the circumstances this may include legal obligation, performance of a contract, legitimate interests, vital interests, public task where applicable, or consent where consent is the appropriate basis.

Consent will not be used where another lawful basis is more appropriate. Where consent is relied upon, it must be informed and capable of being withdrawn.

5. Special-category and safeguarding information

Some information requires additional protection, including information about health, disability, ethnicity, religion, sexual orientation and other special-category data. Criminal-offence information and safeguarding records will also be handled with particular care.

Safeguarding information may need to be shared without consent where this is necessary to protect a child or adult at risk, comply with a legal duty or support an appropriate safeguarding referral. Data protection law does not prevent necessary and proportionate safeguarding information sharing.

6. Sharing information

Personal information will be shared only where there is a legitimate reason and only to the extent necessary. Recipients may include placing schools, local authorities, safeguarding services, health professionals, police, awarding bodies, regulators, professional advisers and service providers where appropriate.

- check the recipient and purpose before sharing;
- use secure transfer methods for sensitive information;
- share on a need-to-know basis and avoid unnecessary detail;
- record significant safeguarding or statutory information-sharing decisions where appropriate; and
- use appropriate agreements or contractual controls where another organisation processes information on our behalf.

7. Security and data breaches

In-Tuition Learning will use proportionate physical, organisational and technical controls to protect personal information from loss, misuse, unauthorised access, alteration or disclosure. Controls include appropriate access permissions, passwords and authentication, secure storage, device security, backups and staff expectations set out in the ICT, Online Safety and Acceptable Use Policy.

Lost information, misdirected emails, unauthorised access, compromised accounts or other suspected personal-data breaches must be reported immediately to the Director. The incident will be contained, assessed and documented. Where required, In-Tuition Learning will notify the Information Commissioner's Office and affected individuals within the applicable legal timescale.

8. Retention and secure disposal

Personal information will be retained only for as long as it is needed for the purpose for which it was collected, and for any additional period required by law, safeguarding practice, contractual requirements, insurance, awarding bodies or legitimate record-keeping needs.

- records will be reviewed periodically and unnecessary duplication avoided;
- safeguarding and child-protection records will be retained and transferred in accordance with applicable safeguarding requirements;

- commissioning, qualification and financial records will be retained for the period required by the relevant contract, awarding body or legal obligation;
- electronic information will be securely deleted when no longer required; and
- paper records containing personal information will be securely destroyed.

Retention decisions

Where no specific statutory or contractual period applies, In-Tuition Learning will use a proportionate retention period based on the purpose of the record, the age and needs of the learner, safeguarding considerations and the need to demonstrate decisions or services provided.

9. Individual rights and requests

Individuals have rights under data-protection law which may include access to their personal information, correction of inaccurate information, erasure, restriction or objection to certain processing, data portability and rights relating to automated decision-making. The exact rights available depend on the lawful basis and circumstances.

Requests should be made to In-Tuition Learning. Identity may be verified before information is released. Requests will be handled without undue delay and within the applicable legal timescale. Information may be withheld or redacted where the law permits or requires this, including where disclosure would adversely affect another person or conflict with safeguarding obligations.

10. Photographs, recordings and online services

Photographs, video, audio and online-platform information are personal data where an individual can be identified. They will be created, used and shared only for an authorised purpose and with appropriate privacy and safeguarding controls. Public or promotional use will be managed separately from routine educational or safeguarding records.

Personal or confidential information must not be entered into unapproved online services, artificial-intelligence tools or personal cloud storage. The ICT, Online Safety and Acceptable Use Policy applies to all digital handling of personal information.

11. Responsibilities, complaints and review

The Director is responsible for oversight of data protection within In-Tuition Learning. Everyone handling personal information is responsible for following this policy, protecting confidentiality and reporting concerns promptly.

Questions, requests or complaints about personal information should be raised with In-Tuition Learning in the first instance. Individuals also have the right to raise concerns with the Information Commissioner's Office where appropriate.

This policy will be reviewed annually and sooner following a significant data incident, legal or regulatory change, material change in services or evidence that current arrangements are not effective.

12. Related policies

- Safeguarding and Child Protection Policy
- ICT, Online Safety and Acceptable Use Policy
- Complaints and Appeals Policy
- Equality, Diversity and Inclusion Policy
- Health and Safety Policy