

# Croydon Independent Appeals Service

## Privacy Notice

This Privacy Notice explains the Independent Appeals Service will use your personal information, and how we protect your privacy in compliance with our requirements under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. By personal information, we mean information which, by itself or with other data is available to Croydon Council, can be used to identify you. This notice applies to any activity involving our use of your personal data, for example, collecting, storing, sharing and destroying it.

For more general information about how the Council uses your information and your data rights, please refer to the Corporate Privacy Notice at [www.croydon.gov.uk/privacy](http://www.croydon.gov.uk/privacy).

### What information we collect

We may collect some or all of the following information about you:

- Parent/guardian name;
- Parent/guardian contact details;
- preferred contact method;
- child's name;
- child's date of birth;
- child's gender;
- details of relatives or friends accompanying you to the appeal Hearing; and
- any additional information you provide including grounds for appeal, medical information etc.

### Why we collect your information

The information you provide including all of the information collected on your school admission appeal form allows us to arrange your requested appeal hearing in accordance with the School Admission Appeals Code 2012.

This information is required to allow us to process your request and co-ordinate an appeal hearing in accordance with the statutory guidance. We will use the information provided on your appeal form and any supporting information provided by you to set up and complete an appeal hearing:

- arrange an appeal hearing for your preferred school/s;
- populate or update our appeal process database; and
- contact you in relation to your appeal.

### How we will you store and transfer your

Your appeal form and supporting information will be stored securely by the Independent Appeals Service both electronically and in hard copy. Any data shared outside the Council will be transferred via First Class post to the Appeal Panel and the relevant Admission Authority.

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Personal data will not be retained for longer than necessary in relation to the purposes for which they were collected. Your Admission Appeals records will be securely retained for two years following your appeal Hearing, after which the documentation will be destroyed.

We do not send any information we collect about you outside the United Kingdom.

### Who we share information with

The information you provide will be shared with:

- The Admission Authority for the school/s that you are appealing for;
- The school/s that you are appealing for;
- The Independent Appeal Panel; and
- The School Admissions Team.

Any other parties that may be required to be involved in the appeal hearing, for example the Independent Appeal Panel's Legal representatives.

In the event that you make a complaint to the Local Government Ombudsman the information would need to be shared with this organisation to allow them to investigate your complaint.

### How will you contact me?

We will contact you in writing to the postal address provided on your appeal form and we may need to contact you by telephone and/or email in relation to your appeal.

If you require more information about how long we keep your data, please contact the Independent Appeals Service at [admission.appeals@croydon.gov.uk](mailto:admission.appeals@croydon.gov.uk).

### Requesting access to your personal data

Under GDPR and the Data Protection Act 2018, you have the right to request access to information that we hold about them. To make a request for your personal information, please contact the Council's Information Management Team at [SAR@croydon.gov.uk](mailto:SAR@croydon.gov.uk).

### Further information

The GDPR and the Data Protection Act 2018 give you a number of rights to control what personal information is used. Information about your individual data rights is listed in the Council's Corporate Privacy Notice available at [www.croydon.gov.uk/privacy](http://www.croydon.gov.uk/privacy).

## **Croydon Independent Appeals Service**

### **Privacy Notice**

If you have any questions or concerns about the way we collect, store or use your personal information, please contact [admission.appeals@croydon.gov.uk](mailto:admission.appeals@croydon.gov.uk)

For independent advice about data protection issues, you can contact the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk).

We reserve the right to amend this Privacy Notice at any time and will keep it under review. If we do make any changes, we will post the current version to our website at this address.

**Last updated: April 2019**