



Privacy Notice for Students

Bridge The Gap Malvern

How we look after your information

We are Bridge The Gap Malvern. We keep and use some personal information about you. This notice explains what we collect, why, and what your rights are.

You are aged 16 or over, so this notice is written for you. If you need help to understand it, your family or carer can help you, and so can we.

What information we collect and why

We collect information to help you learn, stay safe, and make sure your needs are met. This can include:

- Your name, date of birth, and contact details
- Your preferred pronouns (for example he, she, they)
- Your dietary needs (for example vegetarian or halal)
- Any special educational needs or disabilities (SEND), or extra help you need
- Your attendance, exam results, and progress
- Information about your health or wellbeing, if it helps us care for you

Where we get your information from

- You and your family
- Your school or other education organisations
- Doctors or health professionals
- Social workers or the local authority

Who we share your information with

We only share with people who need to know, such as:

- Your parents or carers
- Your teachers, support staff, or therapists
- The school you are on roll with
- Exam boards, for your tests
- Social workers and education staff at the local authority
- Emergency services, if there is an urgent need

We never sell your information.



Why we are allowed to use your information

The law lets us use your information to run our education provision, to keep you safe, and to follow rules we must meet. For most of this, we do not need to ask your permission. Sometimes we will ask your permission for extra things, like using your photo. You can say yes or no, and you can change your mind later.

How long we keep your information

We keep your information only as long as we need it. For example, until you leave, or to meet legal rules. Our Data Retention Policy explains this and is on our website.

Your rights

You have rights over your information. You can:

- **Ask to see your information** (this is called a Subject Access Request)
- **Ask us to correct it** if something is wrong
- **Ask us to delete it**, in some cases
- **Say no to some ways we use it**, if that does not stop us meeting legal rules

You can ask us about your rights yourself. If you need help, your family or carer can help you, or ask for you.

Signing this notice

We may ask you, and your parent or carer, to sign to show you have read and understood this notice. Signing shows you have seen it. It does not give up any of your rights, and it is separate from any permission we ask for extra things like photos.

If you need help to understand this

If anything here is hard to read or understand, just ask. We can read it with you, explain it, or give it to you in another way.

Contact us

If you have any questions, you or your family can contact us:

Kath Barclay, Director, Bridge The Gap Malvern Ltd, 7 Edith Walk, Malvern, WR14 4QH

Phone: 01684 353588 Email: enquiries@btgm.co.uk



How to complain

If you are unhappy with how we have used your information, please tell us. Contact Kath Barclay, Director on 01684 353588 or enquiries@btgm.co.uk.

If your concern is not answered, contact our Data Protection Officer (DPO): Glyn Pascoe, DPO@ict4.co.uk.

If you are still unhappy, you can contact the Information Commissioner's Office (ICO):

Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113 Website: www.ico.org.uk/make-a-complaint

We are here to help and keep you safe. If you or your family have any questions, just ask us.