

Your Information

What we do

Acorn to Oak Education Ltd is a social enterprise 100 per cent owned by Eagle Oak Impact Limited (the "Company") and offers educational advice and support to help families obtain the right education for their child or young person identified with special educational needs or disabilities. T

This privacy notice explains how we use any personal information we collect about you when you use our services and when you interact with us.

What information do we collect about you?

Acorn to Oak Education Ltd receives and holds personal data on clients (parents and students) in order to support achievement of their goals. That data may include:

- Personal details such as home address, email address, date of birth and next of kin.
- Information concerning a learner's performance at school, including school reports, education and health care plans and any other supporting information.
- Medical records and information, including details of any illnesses, allergies or other medical conditions experienced by a learner.
- Financial information including information about the payment of fees to Acorn to Oak Education Ltd

How do we collect this information?

We obtain this information directly from our clients and learners. Our clients complete forms online, email us, provide information verbally or complete hardcopy documents. We also collect educational information and notes regarding personal development during the work that we undertake with learners.

How will we process your personal information?

"Processing" is a catch-all term and means obtaining or recording information or carrying out any operation on the information such as storing or using the information. The Company processes information about you and your child in order to register for assessments, or programmes, to safeguard and promote the welfare of your each learner, to facilitate the normal operation of the Company and ensure that all relevant legal obligations of the Company are complied with.

Also, if you give your consent, we will email you from time to time about other products and services we think may be of interest to you.

Do we share personal information with third parties?

Necessary information will be shared with relevant people only if pre-agreed in writing with clients or if required by law. For example, the learner's name, educational and medical information may be shared with any tutors or staff working on a school or college placement service, so that staff are aware of students' particular educational needs and will be able to respond appropriately.

If it is deemed necessary in the professional opinion of the Directors to share information with third parties, we will seek the client's permission to do this.

The Company will not share personal information with external organisations for marketing or any other purposes unless required by law, for example, in relation to our safeguarding obligations.

Where do we keep your information?

Personal information is kept electronically on the company's information management system on employee computers and laptops or as hard copies in a filing system in our office. This can only be accessed by employees who have signed and agreed to our company Data Protection Policy.

We will retain your personal information in a secure manner until your child is 25 years of age or until such time that you request us to dispose of your information.

Access to your information and withdrawing consent

- You have the right to request a copy of the information that we hold about you and your child.
- We want to make sure that your personal information is accurate and up to date – you may ask us to correct or remove information.
- You have a right at any time to stop us from contacting you for marketing purposes.
- You have a right to tell us to dispose of all of your personal information.

If you would like to do any of these things or if you have questions about this privacy notice, please email or write to us at the following address:
silja.turville@acorntoakeducation.org

Complaints – Information Commissioner’s Office

You have a right to complain to the Information Commissioner’s Office if you think there is a problem with the way we are handling your personal data. Call their helpline or visit their website:

0303 123 1113 <https://ico.org.uk/concerns/>

Changes to our information policies

We keep our information policy under regular review and we will place any updates on this web page.

Last updated on 28th December 2019