

West House School

Privacy Notice for Visitors



Policy Title:	Visitor Privacy Notice
Last Review:	August 2026
Next Review:	August 2029 (or sooner if applicable)
Responsibility:	Bursar, Headmaster
Other relevant policies:	Data Protection Policy Staff and Governor Privacy Notice Taking, Storing and Using Images of Children Policy Recruitment, Selection and Disclosure Policy CCTV Policy Terms and Conditions Retention of Records Policy Child Protection Safeguarding Policy

WHO WE ARE

We are West House School, a company registered in England and Wales (the “School”). Our company registration number is 00634981, our charity registration number is 528959 and our registered office is at 24 St James Road, Edgbaston, Birmingham B15 2NX.

The school is also registered with the Information Commissioner’s Office (ICO). Our registration number is: Z1732152

Visitor Privacy Notice

Under data protection law, individuals have a right to be informed about how the school uses any personal data that we hold about them. We comply with this right by providing ‘privacy notices’ (sometimes called ‘fair processing notices’) to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **individuals visiting our school or nursery**.

This privacy notice applies to all visitors who are required to sign in using the school’s visitor management system (Inventry).

We, West House School, are the ‘data controller’ for the purposes of data protection law.

The personal data we hold

The personal data that we may collect, use, store and share (where appropriate) about you includes, but is not restricted to:

- Contact details and contact preferences
- Name, company and photo as held on our Inventry sign in system
- If a regular professional visitor evidence that the individual holds an Enhanced Disclosure and Barring Service certificate
- Employer details
- Photographs
- CCTV images captured in school

We may also collect, store and use information about you that falls into "special categories" of more sensitive personal data. This includes information about (where applicable):

- Disability, health and access requirements

For further information on the information stored, how long it is retained and why, please refer to the school's Data Protection Policy and the Retention of Records Policy.

Why we use this data

The purpose of processing this data is to help us run the school, including to:

- Identify you and safely evacuate the school in the event of an emergency
- Meet statutory obligations for Safeguarding
- Ensure that appropriate access arrangements can be provided for volunteers who require them

Our lawful basis for using this data

We only collect and use personal information about you when the law allows us to. Most commonly, we use it where we need to:

- Comply with a legal obligation
- Carry out a task in the public interest
- Where we have legitimate interests in processing the data – for example, the use of photographs to enable us to clearly identify you in the event of an emergency evacuation

Less commonly, we may also use personal information about you where:

- You have given us consent to use it in a certain way
- We need to protect your vital interests (or someone else's interests)

Where you have provided us with consent to use your data, you may withdraw this consent at any time. We will make this clear when requesting your consent, and explain how you go about withdrawing consent if you wish to do so.

Some of the reasons listed above for collecting and using personal information about you overlap, and there may be several grounds which justify the school's use of your data.

Collecting this information

While the majority of information we collect from you is mandatory, there is some information that you can choose whether or not to provide to us.

Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.

How we store this data

Personal data is stored in line with our Records Management Policy.

We maintain a visitor management system "Inventory" to store personal information about all visitors. The information contained in this file is kept secure and is only used for purposes directly relevant to work with the school.

When this information is no longer required, we will delete your information in accordance with our Records Management Policy.

Data sharing

We do not share information about you with any third party without your consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about you with:

- Our local authority – *if we have any concerns over safeguarding*
- *Suppliers and service providers – to enable them to provide the service we have contracted them for, such as visitor management systems*
- Police forces, courts – *to assist them discharging their legal duties*

Your rights

How to access personal information we hold about you

Individuals have a right to make a ‘**subject access request**’ to gain access to personal information that the school holds about them.

If you make a subject access request, and if we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact our data protection officer.

Your other rights regarding your data

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe. Your rights are:

- right of access;
- right to rectification;
- right to erasure;
- right to restrict processing;
- right to object;
- right to data portability;
- rights relating to automated decision-making.

To exercise any of these rights, please contact Jo Robinson, Bursar at jo.robinson@westhouseprep.com.

Data Protection Lead

The School has appointed Jo Robinson (Bursar) as the Data Protection Lead (DPL) who will endeavour to ensure that all personal data is processed in compliance with this policy and the principles of applicable data protection legislation. Any questions about the operation of this policy or any concerns that the policy has not been followed should be referred in the first instance to the Data Protection Lead. Her contact details are:

Email: jo.robinson@westhouseprep.com

Phone: 0121 440 4097 ext.103

Contact and complaints

If you have any queries about this Privacy Notice or how we process your personal data, or if you wish to exercise any of your rights under applicable law or to make a complaint via jo.robinson@westhouseprep.com. We will acknowledge any complaint within 30 days of receipt and will investigate and inform you of the outcome of your complaint without undue delay (keeping you informed of progress as necessary).

If you are not satisfied with the outcome of your complaint, or if you feel the School has not handled it appropriately, you have the right to complain to the [Information Commissioner's Office \(ICO\)](#).