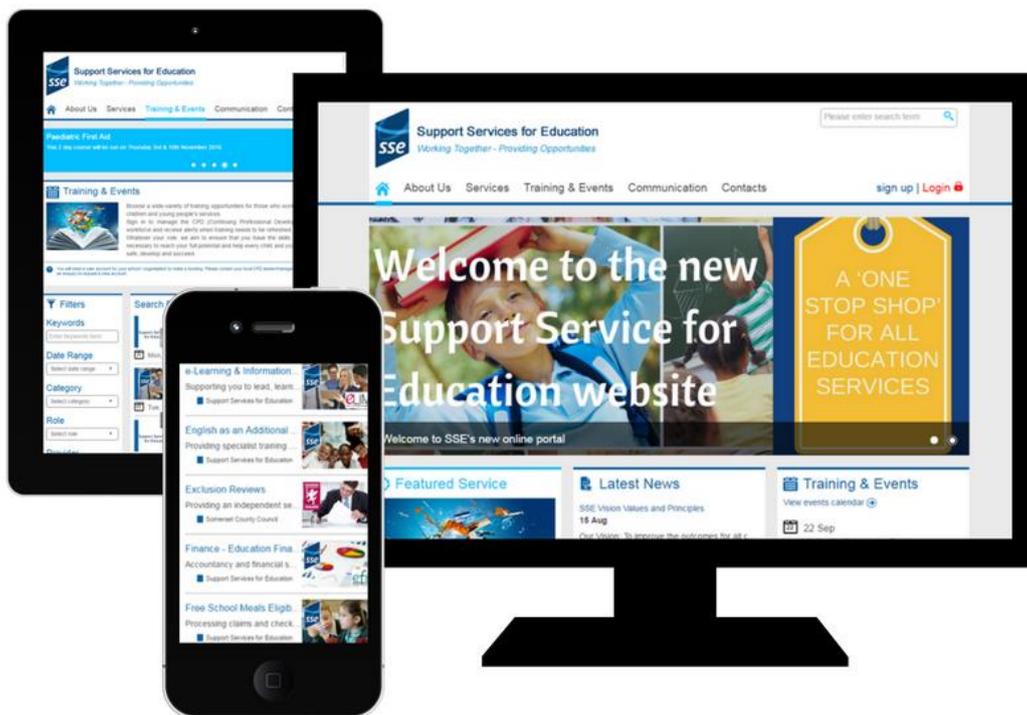


Support Services for Education Website Privacy Policy



Dated: 04/06/2018

KEY DETAILS

Support Services for Education (SSE) take the security and privacy of customer information seriously, and we are committed to safeguarding your privacy online. SSE is committed to building good, long term relationships with its customers, and a clear statement of how we use information you provide to us is a part of building that relationship.

Somerset County Council is the designated Data Controller and is registered with the Information Commissioner's Office Registration number: **Z5957592**

Somerset County Council's privacy notice can be found here:
<http://www.somerset.gov.uk/privacy>

Data protection officer (DPO): Peter Grogan

You can contact the DPO by email via informationgovernance@somerset.gov.uk

This specific website privacy policy describes how Support Services for Education (SSE) protects and makes use of the information you give the organisation when you use the SSE website. This policy will be updated from time to time and we will communicate via the website when a change has been made. The latest version is published on this page.

This website privacy policy was updated on: **04/06/2018**

If you have any questions about this policy, please email sse@somerset.gov.uk or telephone **01823 348266**.

1. Introduction

SSE gather and use personal data/information about individuals to enable us to provide our products/services and to enable certain functions on this website (for example course booking emails and alerts). Personal data is the information you supply that identifies you, e.g. your name and address.

The SSE website also collects anonymous data/information to better understand how visitors use this website and to present timely, relevant information to them. This data does not identify you personally; e.g. the average length of a visit to our website.

2. What data do we gather?

2.1 SSE may gather information (cookies) concerning what pages you visited as you browsed, what route you took, and how you were referred to our pages. This helps us in determining the usage of the service, what pages are of most interest, and where we should look to improve upon or increase the amount of information given.

2.2 When you register with the SSE website, SSE may collect the following information:

- Name and job title.
- Contact information including business email address and telephone number (optional).
- Business address and postcode.
- Job category (i.e. governor, teacher, business manager, headteachers).
- Preferences; for example if you would like to receive our newsletters via email and alert preferences.
- CPD records.
- Course feedback.

2.3 In addition, our NQT module requires relevant business information that is necessary for our School Improvement service to act as your appropriate body. This information may include:

- Teacher Reference Number.
- University/College of relevant qualification.
- Job title, Key Stage, Year group and start date.
- Date of birth.
- Telephone number and address.

2.4 The Council obtains the above personal information from the following sources: Self-entry' sign-up form; 'User Profile' information entered by the user's school/setting using the 'User Management' function available on the SSE website. Information provided to SSE website Administrators from school administrators.

3. How we use this data?

3.1 The personal information held by the SSE website is collected to enable us to set up user accounts and enable users to access targeted communications and resources; details of training courses; and (depending on the access rights assigned to users) the purchasing of traded services for schools.

3.2 If you book onto a training course via the SSE website, your name, job role and email address is made available to the training provider to enable us to process your booking request and maintain a record of attendance at training courses and events. This information is also made available to the purchasing organisation (i.e. school, EY setting, college) linked to your user account.

- 3.3 The name, job role and email address of users who purchase services on behalf of their school/organisation is made available to the service whose services have been purchased. This information is also made available to the purchasing organisation (i.e. school, EY setting, college) linked to your user account.
- 3.4 We may send you marketing information/newsletters about products and services if you have opted in to receive this information. You can set your preferences, and unsubscribe at any time, via the website.
- 3.5 Support Services for Education does not process your information with third countries outside of the UK or EU zone without the safeguards being in place that are equivalent to the Data Protection Act 2018 or the General Data Protection Regulations (GDPR).
- 3.6 The information of users who book training courses and purchase services on the SSE website will be shared with service providers providing that training/service. In addition to training courses and services provided by the Council, the following organisations provide training courses and services through the SSE website.

Somerset Partnership Teaching School

The Somerset Partnership Teaching School is a registered provider within the SSE website. Contact information of users booking training provided by the teaching school will be shared with the teaching school.

Wessex Teaching School

The Wessex Teaching School is a registered provider within the SSE website. Contact information of users booking training provided by the teaching school will be shared with the teaching school.

North Somerset Council

North Somerset Council is a registered provider within the SSE website. Contact information of users purchasing North Somerset services will be shared with the authority.

4. What are cookies and how do we use them?

Please see our Cookies page: [Click Here](#)

5. Links to other websites

The SSE website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

6. How can you control the information we hold about you?

If you have access to the website you can change your account information by clicking on **your name** (top right) and then clicking on **My Profile**.

This page will allow you to:

- Amend your account details (name, email, job title, password etc).
- View your access rights.
- Amend what management alerts you receive and at what frequency.
- Amend your marketing preferences.

If you do not have access to the website you can either:

- Ask a colleague with the relevant access (manager/business manager) to amend your details held on the website.
- Email sse@somerset.gov.uk or call **01823 348266** and a customer account specialist will be able to confirm your details and make any necessary changes to your account.

7. Data Processing

7.1 Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 2018.

7.2 SSE will never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to.

7.3 If you believe that any information on the SSE website that we are holding on you is incorrect or incomplete, email us as soon as possible, sse@somerset.gov.uk. We will promptly correct any information found to be incorrect.

8. Data Retention

After a period of two years inactivity, the user profile containing the personal information listed in 2.2 (above) will be deactivated. We will immediately deactivate user accounts where we are made aware of the user having left their school/organisation.

After a period of four years or more from the date that the account was last activated the user profile containing the personal information will be deleted.

9. Concerns or complaints

If you are dissatisfied with the processing of your information, you can raise your concern with the council's data protection officer: Peter Grogan - informationgovernance@somerset.gov.uk

You have the right to lodge a complaint with the Information Commissioner's Office (www.ico.org.uk).