



GDPR and Privacy Notice

1. Introduction

NewHeart Learning Limited is committed to protecting and respecting the privacy of all individuals whose personal data we process. This Privacy Notice explains how we collect, use, store, and protect personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Who We Are

Organisation: NewHeart Learning Limited

Registered Office: Unit 3 Springwater Business Park, Station Road, Whittlesey, PE7 2EU

Email: office@newheartlearning.co.uk

Telephone: 01733 977697

NewHeart Learning Limited is an alternative provision supporting young people in Key Stage 3.

3. Special Category Data

Some of the data we process is classified as **special category data**, including information about health, SEND, and safeguarding. We handle this data with additional care and only process it where it is necessary and lawful to do so.

4. How We Use Personal Data

We use personal data to:

- Provide safe and effective education and support
- Meet our safeguarding and duty of care responsibilities
- Communicate with parents, carers, schools, and commissioners
- Meet legal and regulatory requirements
- Manage staffing, recruitment, and training
- Improve our services and website

5. Lawful Basis for Processing

Under UK GDPR, the lawful bases we rely on include:

- **Legal obligation** – to comply with education, safeguarding, and employment law
- **Public task** – where we are performing functions in the public interest
- **Contract** – to deliver services and manage employment
- **Vital interests** – to protect a child or individual from harm
- **Consent** – where required, such as for photographs or marketing

6. Data Sharing

We may share personal data with:

- Local authorities and commissioning bodies
- Referring schools and education providers
- Safeguarding partners (including social care and health services)
- Regulatory bodies where required by law

We do **not** sell personal data to third parties.

7. Data Storage and Security

We take appropriate technical and organisational measures to protect personal data, including:

- Secure digital systems and password protection
- Restricted access to personal information
- Secure storage of paper records
- Staff training in data protection and confidentiality

We only retain personal data for as long as necessary and in line with statutory retention periods.

8. Individual Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Request correction of inaccurate data
- Request erasure of data (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent (where consent is the lawful basis)

Requests should be made in writing using the contact details above.

9. Complaints

If you have concerns about how we handle personal data, please contact us in the first instance.

If you remain dissatisfied, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

Website: www.ico.org.uk

Telephone: 0303 123 1113

10. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in law or our practices. The most recent version will always be published on our website.

Date of last review:	22 July 2025
Date to review:	22 July 2026
Author:	Nicola Klimczuk Head of Business Operations
Signed:	Nicola Klimczuk