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Colne Road, Glusburn, BD20 8PJ

GLUSBURN COMMUNITY PRIMARY AND NURSERY SCHOOL

General privacy notice

Glusburn Community Primary School

1st September 2026

This notice covers visitors, people making enquiries, complainants, suppliers, contractors, people hiring premises and other members of the public who interact with the school. Separate notices cover pupils, parents, guardians, governors, volunteers and website users. Employee and job applicant processing requires its own notice.

Information we collect

We hold names, contact and organisation details, correspondence and enquiry or complaint records. Depending on your interaction, we may hold visitor sign-in records, identity checks, booking and contract details, invoices, payment information, incident reports and accessibility or health information needed for your visit.

Glusburn Community Primary School operates CCTV covering nine outdoor areas of the school premises for security purposes, helping to protect people and property and prevent and investigate security incidents. Recordings may capture images of pupils, staff, parents, carers, visitors and other people within these areas. We process this information as necessary to carry out our public task under Article 6(1)(e) of the UK GDPR. Access to recordings is restricted to authorised personnel who need it for these purposes. Relevant footage may be shared with the police or other appropriate authorities where necessary and lawful.

Recordings are retained for six days and then deleted or overwritten. If footage is needed for a specific incident, investigation, legal claim or information rights request, the relevant recording may be preserved for as long as necessary for that purpose.

You can request access to CCTV images of yourself by contacting the school office at admin@glusburn.n-yorks.sch.uk or on 01535 632145. Please provide the approximate date, time and location to help us locate the footage. Contact us promptly because of the six-day retention period. The rights and complaints arrangements set out in this privacy notice also apply to CCTV information.

Where information comes from

Information is supplied by you, your organisation or representative, school staff, relevant councils or public bodies, referees or advisers. Supplier business contacts may be taken from your organisation's public website or public procurement information.



Why we use information and our lawful bases

We use information to answer enquiries, manage visits and site safety, provide reasonable adjustments, investigate complaints, manage premises hire, purchase goods and services, pay invoices and maintain appropriate records.

Public task under Article 6(1)(e) supports school administration, enquiries and complaints. Legal obligation under Article 6(1)(c) applies to required information responses, financial records, safeguarding and health and safety duties, including relevant education legislation, the Freedom of Information Act 2000 and Health and Safety at Work etc Act 1974. Contract under Article 6(1)(b) applies where you personally enter, or ask to enter, a relevant contract. It does not automatically cover an organisation's employee contact. Optional consent-based uses rely on Article 6(1)(a).

Sensitive information

Health, disability, ethnicity, religion and other special category information require an additional Article 9 condition. Where applicable, we use Article 9(2)(g), substantial public interest, with a relevant Data Protection Act 2018 Schedule 1 condition, such as statutory purposes, equality monitoring or safeguarding children and individuals at risk. Each condition applies only where its requirements are met. Explicit consent under Article 9(2)(a) may apply to a genuinely optional use. Criminal offence information, including relevant safeguarding or DBS information, requires Article 10 authority and an applicable domestic law condition.

What you need to provide

We identify required and optional information at collection and explain any legal or contractual requirement. Without necessary contact, safety, booking or payment details we may be unable to answer, arrange a visit, fulfil a booking or pay an invoice. Optional information is voluntary.

Who receives information

We may share relevant information with North Yorkshire Council, authorised school staff and governors, auditors, insurers, legal advisers, emergency services, police and safeguarding agencies. IT, communication, finance, site management and other contracted service providers may process information for us. Complaint information may be shared with those involved so that it can be investigated fairly, subject to confidentiality and safeguarding requirements.

How long we keep information

We retain enquiries and visitor records for the period needed to deal with the contact or visit and any related issue. Complaints, contracts, finance and incident records have longer periods where needed for legal duties, audit or potential claims.

We securely delete or anonymise records when their retention period ends, unless a lawful reason requires longer retention, such as an active investigation or legal claim. We can explain the period that applies to a particular record.

Security and overseas processing

We use access controls, staff training and appropriate security measures for paper and electronic records. Service providers processing information for us must have suitable contracts and safeguards.

Your information rights

You can ask to see your personal information and obtain a copy, correct inaccurate or incomplete information, and, in certain circumstances, have information erased or its use restricted. Data portability applies to information you supplied that we process automatically on the basis of consent or a contract. Rights depend on the circumstances and legal exemptions may apply.

Your right to object

You have the right to object to processing based on a public task, for reasons relating to your situation. Contact the school office or our Data Protection Officer. We must consider your objection and explain any lawful grounds for continuing.

Where we rely on consent, you can withdraw it at any time using the same route you used to give it, or by contacting the school office. Withdrawal does not affect processing that was lawful before withdrawal. Requests may be made verbally or in writing. We may need to check identity and authority. We normally respond within one month; lawful extensions or pauses may apply, which we will explain. Requests are normally free.

Questions and complaints

Contact the school office or Data Protection Officer if you have a concern. We will acknowledge a data protection complaint within 30 days, investigate without undue delay and keep you informed of the outcome. You can also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint or on 0303 123 1113, or write to ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Who is responsible and how to contact us

Glusburn Community Primary School is the controller for the personal information covered by this notice. Write to the school office at Colne Road, Glusburn, BD20 8PJ, email admin@glusburn.n-yorks.sch.uk or telephone 01535 632145.

Our Data Protection Officer is the Schools Data Protection Officer, Veritau Ltd, County Hall, Racecourse Lane, Northallerton, DL7 8AL. Email schoolsDPO@veritau.co.uk or telephone 01609 532526. Please include the school name in correspondence.

We review this notice annually and when our use of information changes materially. We will make the updated notice available and explain significant changes.