LEARNER AND FAMILY PRIVACY NOTICE

How Impact uses and protects learner and family information

EFFECTIVE: SEPTEMBER 2026 | REVIEW: SEPTEMBER 2027 | IMPACT AP

1 | WHO TO CONTACT

Impact Alternative Learning handles information for the education and support it provides. Data protection contact: Kirsty Lampkin. Write to info@impactalternativelearning.co.uk or 212 Stamford Street Central, Ashton-under-Lyne, OL6 7LP. Where a commissioning school or local authority separately controls records, its own privacy notice explains its responsibilities. Ask us if you need the controller or sharing arrangements clarified.

2 | INFORMATION WE USE

We use identity and contact details, family/emergency contacts, referrals, timetables, attendance, prior learning, work and assessment, support needs and relevant commissioning information. We may also need health, disability, EHCP, safeguarding and incident information to provide safe support. We collect only information relevant to a defined purpose and protect sensitive details with restricted access.

3 | WHERE INFORMATION COMES FROM

Information may come from learners, parents/carers, schools, commissioners, local authorities, health or social-care professionals and our own observations and records. We check accuracy and ask relevant questions where necessary. Tell us when contact details, needs or other important information changes so support and emergency arrangements remain reliable.

4 | WHY WE USE INFORMATION

We use records to assess suitability, plan and deliver education, support individual needs, monitor attendance and progress, communicate with relevant adults, manage health and safety, safeguard people and administer the placement. We may also handle complaints, incidents and lawful requests. We do not use a learning or safeguarding record for unrelated publicity without a separate lawful arrangement.

5 | LAWFUL BASES

Depending on the activity, we rely on applicable legal obligations, legitimate interests, necessary contractual arrangements where relevant or valid consent. Special-category and criminal-offence information require additional legal conditions and safeguards. Our processing records identify the basis for each activity. Consent is not the basis for every safeguarding or education record and withdrawing consent does not necessarily require deletion of legally necessary records.

6 | WHO MAY RECEIVE INFORMATION

Where necessary and lawful, information may be shared with commissioning schools/authorities, relevant education, health and social-care professionals, safeguarding agencies, police or emergency services and authorised service providers. We limit sharing to the purpose and document relevant arrangements. Staff access is role-based; general staff groups should not receive complete confidential case files.

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7 | STORAGE, PROVIDERS AND SECURITY

We use controlled paper and electronic records, including our approved management systems. Access, secure transfer, provider contracts and security settings must be appropriate to the information. We check processor and any international-transfer safeguards before use. No absolute guarantee of security is possible; report any concern or suspected disclosure promptly to our data-protection contact.

8 | HOW LONG RECORDS ARE KEPT

Retention depends on record type, purpose and legal, safeguarding, contractual or awarding-body requirements. Some records need longer retention after a learner leaves; others should be removed sooner. Our controlled retention schedule records the rules and review criteria. Ask us for the category and retention period or criteria applying to a particular record.

9 | YOUR RIGHTS AND CHOICES

Depending on the legal basis and circumstances, you may request access, correction, erasure, restriction, portability or object to use. You can withdraw consent for consent-based activities. Some rights have lawful limits, particularly where safeguarding or another person's rights are involved. We verify authority and identity and explain decisions; parents do not automatically control every adult or competent young person's request.

10 | REQUESTS AND COMPLAINTS

Contact Kirsty through the details above to ask a question, exercise rights or complain. We respond within the applicable legal timescale, normally one month, explaining any lawful extension or restriction. You may complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint. Ask for this notice in an accessible format. We explain material changes to our information handling.

11 | POLICY CONTROL AND REVIEW

Policy owner: Kate Willis, Principal and Proprietor. Effective date: September 2026. Scheduled review: September 2027, or sooner after relevant changes, incidents or feedback. Record actual governance approval and implementation decisions and brief staff on their duties. These policy dates do not assert that approval, staff training or operational checks have already occurred. Use the Complaints or independent reporting route for concerns about implementation.

12 | SOURCES AND RELATED DOCUMENTS

UK GDPR transparency requirements; Data Protection Act 2018 as amended; Impact data-protection and retention arrangements.

ico.org.uk - information rights and complaints.

Check current versions and apply according to Impact's legal and commissioning status.