CHELTENHAM COLLEGE CHELTENHAM PREP SCHOOL

Privacy Notice for Pupils, Parents, Guardians, and Cheltonian Society members

Reviewer: David Martin
Approver: Philip Attwell
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'Cheltenham College' refers to Cheltenham College Senior School *and* Cheltenham College Preparatory School (including Cheltenham College Pre-Prep and Nursery School)
'College' refers to Cheltenham College Senior School
'Cheltenham Prep' refers to Cheltenham College Preparatory School
'Nursery and Pre-Prep' refers to Cheltenham College Nursery School and Pre-Prep

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Cheltenham College Preparatory School and Cheltenham College, including Cheltenham Nursery and Pre-Prep (hereafter referred to as Cheltenham College) are established day and boarding co-education HMC schools. Both are accountable to Cheltenham College President and Council, which is registered as the Data Controller with the Information Commissioners Office.

This privacy notice is intended to provide information about how Cheltenham College will use (or "process") personal data about individuals including: its current, past and prospective pupils; their parents, family members, carers or guardians (referred to in this policy as "parents"); and visitors to Cheltenham College run events. It also pertains to members of the Cheltonian Society, whose membership including former pupils, parents and staff, in addition to friends of Cheltenham College. All are encouraged to read this Privacy Notice, which is provided in accordance with the rights of individuals under Data Protection legislation to understand how their data is used.

A separate Privacy Notice for Pupils has also been made available. This document summarises the ways in which Cheltenham College processes personal data relating to pupils and is made available to all pupils over the age of 13.

This Privacy Notice also applies in addition to Cheltenham College's other relevant terms and conditions and policies, including the following:

- Any contract between Cheltenham College and its staff or the parents of pupils.
- Data Protection Policy.
- Pupil ICT Acceptable Use Policy.
- Staff ICT Acceptable Use Policy.
- CCTV Policy.
- Child Protection and Safeguarding Policy.
- Special Educational Needs Policy.
- Health & Safety Policy.
- Disciplinary Policy.
- Guardianship Policy
- Record Keeping Policy (Pastoral)
- Photography and Film Policy
- Cookie Policy

Anyone who works for, or acts on behalf of, Cheltenham College (including staff, volunteers, governors and service providers) should also be aware of the Privacy Notice for Staff, which provides further information about how personal data about those individuals will be used.

WHY CHELTENHAM COLLEGE NEEDS TO PROCESS PERSONAL DATA

In order to carry out its ordinary duties to staff, pupils and parents, Cheltenham College (and data processors including the Cheltonian Society on its behalf) may process a wide range of personal data about individuals as part of its daily operation.

Some of this activity Cheltenham College will need to carry out in order to fulfil its **legal rights, duties or obligations** – including those under a contract with its staff, or parents of its pupils.

Other uses of personal data will be made in accordance with Cheltenham College's **legitimate interests,** or the legitimate interests of another, provided that these are not outweighed by the impact on individuals and provided it does not involve special or sensitive types of data.

Cheltenham College may also rely on "recognised legitimate interests" as a lawful basis for processing, which provides pre-approved grounds for processing personal data in specific circumstances. Where Cheltenham College relies on recognised legitimate interests, a documented Legitimate Interest Assessment (LIA) is not required.

In addition, Cheltenham College may need to process **special category personal data** (concerning health, ethnicity, religion, biometrics or sexual life) or criminal records information (such as when carrying out DBS checks) in accordance with rights or duties imposed on it by law, including as regards safeguarding and employment, or from time to time by **explicit consent** where required.

Prospective Parents, Pupils and Guardians

- For the purposes of pupil selection (and to confirm the identity of prospective pupils and their parents); and

- To give and receive information and references about prospective pupils, including relating to outstanding fees or payment history, to/from any educational institution that the pupil attended or where it is proposed they attend.

Cheltenham College expects that the following uses may fall within that category of its (or its community's) "**legitimate interests**":

- To use **unnamed** photographs of attendees at prospective pupil and parent events for marketing and promotional purposes; and
- To undertake standardised assessments of prospective pupil academic ability and, where English is a second language, linguistic proficiency, in conjunction with nationally recognised third-party providers, for the purposes of pupil selection. Data shared may be subsequently used by these providers for further research purposes (following the anonymisation of the data sets) and development of educational policy. Further information will be provided on request.

Cheltenham College may also request **explicit consent** in order to:

- Send electronic marketing communication relating to prospective parent events and Cheltenham College news.
- To share data with assigned guardians acting in loco parentis; and
- Conduct checks of financial circumstances in support of a bursary.

In addition, Cheltenham College may need to process **special category personal data** (concerning health, ethnicity, religion, biometrics or sexual life) or criminal records information (such as when carrying out DBS checks) in accordance with **rights or duties** imposed on it by law, including as regards safeguarding and employment, or from time to time by **explicit consent** where required. These reasons may include:

- To safeguard pupils' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition and any allergen information where it is in the individual's interests to do so: for example, for medical advice, social services, insurance purposes or to organisers of Cheltenham College's prospective pupil events;
- To provide educational services in the context of any special educational needs of a pupil; and
- For legal and regulatory purposes (for example child protection, diversity monitoring and health and safety) and to comply with its legal obligations and duties of care.

CURRENT PUPILS, PARENTS AND GUARDIANS

Cheltenham College expects that the following uses will be necessary in order to fulfil the terms of our contracts with pupils, parents and guardians, and may fall within the category of its (or its community's) "**legitimate interests**":

- To provide in-person and remote learning education services, including musical education, physical training or spiritual development, career services, and extra-curricular activities to pupils.
- To sign pupils up to trusted online educational resources and tools, to support their learning, revision technique and delivery of course and homework.
- To regularly monitor pupils' progress and educational needs, in conjunction with nationally recognised third-party providers. Data shared may be subsequently used by these providers for further research purposes (following the anonymisation of the data sets) and development of educational policy. Further information will be provided on request.
- To employ the use of third-party services to provide parents with the opportunity to discuss pupil progress remotely on at least an annual basis.
- For the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law (such as diversity or gender pay gap analysis and taxation records).
- To enable relevant authorities to monitor Cheltenham College's performance and to intervene or assist with incidents as appropriate.
- To enable pupils to take part in national or other assessments, which involves sharing personal data for moderation purposes**,** and to publish the results of public examinations or other achievements of pupils of Cheltenham College.
- To safeguard pupils' welfare and provide appropriate pastoral care.
- To share data with assigned guardians acting in loco parentis.
- To monitor (as appropriate) use of Cheltenham College's IT and communications systems in accordance with Cheltenham College's ICT Acceptable Use policy.
- For security purposes, including CCTV in accordance with Cheltenham College's CCTV policy; and
- Where otherwise reasonably necessary for Cheltenham College's purposes, including to obtain appropriate professional advice and insurance for Cheltenham College.

Cheltenham College may also rely on "**vital interests**":

- To share medical information of pupils with a third party supplying first aid in the event of a sports injury on match days.

Cheltenham College will also request **explicit consent** in order:

- To give and receive information and references about current pupils, including relating to outstanding fees or payment history, to/from any educational institution that the pupil attended or where it is proposed they attend, and to provide references to potential employers of past pupils.
- To share contact details with Friends of the Prep, a parent-run association providing support and information for families new to the Preparatory School, opportunities to attend events.
- To contact staff, parents, friends of Cheltenham College, and Upper Sixth Leavers (pupils in their last year at Cheltenham College) as detailed within the section on 'Keeping in Touch and Supporting Cheltenham College', following their receipt of automatic membership to the Cheltonian Society; and
- To make use of images of pupils (photography and film) in Cheltenham College publications, on our website and (where appropriate) via our social media channels in accordance with our procedures regarding taking, storing and using images of children. Please refer to the Photography and Film Policy for more information.

In addition, Cheltenham College may need to process **special category personal data** (concerning health, ethnicity, religion, biometrics or sexual life) or criminal records information (such as when carrying out DBS checks) in accordance with rights or duties imposed on it by law, including as regards safeguarding and employment, or from time to time by **explicit consent** where required. These reasons may include:

- To safeguard pupils' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition and any allergen information where it is in the individual's interests to do so: for example, for medical advice, social services, insurance purposes or to organisers of Cheltenham College trips;
- To provide a range of health services via our Health Centre to registered pupils, and to share information between practices (where necessary) if a pupil, member of staff or visitor to Cheltenham College is registered elsewhere.
- To provide educational services in the context of any special educational needs of a pupil and, where appropriate, to share special category personal data with members of staff and third parties if in the best interest of the pupil.
- To provide spiritual education in the context of any religious beliefs.
- To run any systems that operate on biometric data, such as for security and other forms of pupil identification (lockers, lunch etc.); and
- For legal and regulatory purposes (for example, child protection, diversity monitoring and health & safety) and to comply with its legal obligations and duties of care.

CHELTONIAN SOCIETY MEMBERS

The Cheltonian Society, on Cheltenham College's behalf, processes personal data for a range of purposes, including administration of its membership. On an ad hoc basis the Cheltonian Society will also request **explicit consent** prior to publishing **named** photographs of its membership and

associated individuals. The Society also expects that the following uses may fall within that category of its (or its community's) "**legitimate interests**":

- To share general images of former pupils and other members of the wider Cheltenham College community (including staff) in accordance with Cheltenham College's policy on taking, storing and using images of children. Please refer to the Photography and Film Policy for more information.

Further information relating to keeping in touch and supporting Cheltenham College may be found later in this privacy notice.

PARENTS AND CHELTONIAN SOCIETY MEMBERS

As a fundraising organisation, we undertake in-house research and from time to time engage specialist agencies to gather information about parents and Society members from publicly available sources, for example, Companies House, the Electoral Register, company websites, 'rich lists', and social networks.

We may also carry out wealth screening to fast track the research using trusted third-party partners. You will always have the right to opt out of this processing. We also use publicly available sources to carry out due diligence on donors in line with our Gift Acceptance Policy and to meet money laundering regulations.

This research helps us to understand more about you as an individual so we can focus conversations we have with you about fundraising and volunteering in the most effective way, and ensure that we provide you with an experience as a donor or potential donor which is appropriate for you. We rely on legitimate interest to conduct this research.

If you would prefer us not to use your data in this way, please email us at dataprotection@cheltenhamcollege.org

TYPES OF PERSONAL DATA PROCESSED BY CHELTENHAM COLLEGE

This will include by way of example:

- names, addresses, telephone numbers, e-mail addresses and other contact details of individuals referenced within this Privacy Notice.
- where appropriate in order to support the pupil, family history (including family bereavement).
- car details (about those who use our car parking facilities).
- bank details and other financial information, e.g. about parents who pay fees to Cheltenham College.
- past, present and prospective pupils' academic, disciplinary, admissions and attendance records (including information about any special needs), and examination scripts and marks.
- standardised baseline data.
- certified copies of birth certificates (as evidence of relationship between a child and their parents to meet UKVI requirements for a Tier 4 visa), passport details and Tier 4 visa status.
- unique candidate numbers for examinations and university applications.
- where appropriate, information about individuals' health, and contact details for their next of kin.

- references given or received by Cheltenham College about pupils, and information provided by previous educational establishments and/or other professionals or organisations working with pupils; and
- images of pupils (and occasionally other individuals) engaging in Cheltenham College activities, and images captured by Cheltenham College's CCTV system.
- video recordings of pupils engaging in online classroom activity during periods of remote learning for the purposes of revision and to provide our international cohort with access to lessons who are in different time zones.
- travel plan data for the purposes of drop off and collection during the school holidays.
- details of sporting fixtures for the purposes of having a single data entry point system for staff, parents and pupils to have access to team sheets.
- Cookie-related data including analytics cookies and functionality cookies relating to website usage, where appropriate consent has been given or exemptions apply.
- Financial information that is in the public domain.

HOW CHELTENHAM COLLEGE COLLECTS DATA

Generally, Cheltenham College receives personal data from the individual directly (including, in the case of pupils, from their parents). This may be via a form, or simply in the ordinary course of interaction or communication (such as email or written assessments).

However, in some cases personal data may be supplied by third parties (for example, another school, or other professionals or authorities working with that individual). Information may also be collected from publicly accessible sources, for example, in order to conduct significant donor due diligence.

WHO HAS ACCESS TO PERSONAL DATA AND WHO CHELTENHAM COLLEGE SHARES IT WITH

Data available within Cheltenham College will be processed by appropriate individuals only in accordance with access protocols (i.e. on a 'need to know' basis) and, occasionally, with the President and members of Council.

Particularly strict rules of access apply in the context of:

- Medical records which are held and accessed only by Cheltenham College doctor and appropriate medical staff under his/her supervision, or otherwise in accordance with express consent.
- Special educational needs files; and
- Pastoral or safeguarding files.

However, a certain amount of any SEN pupil's relevant information will need to be provided to staff more widely in the context of providing the necessary care and education that the pupil requires.

Staff, pupils and parents are reminded that Cheltenham College is under duties imposed by law and statutory guidance (including Keeping Children Safe in Education) to record or report incidents and concerns that arise or are reported to it, in some cases regardless of whether they are proven, if they meet a certain threshold of seriousness in their nature or regularity. This may include file notes on personnel or safeguarding files, and in some cases referrals to relevant

authorities such as the LADO or police. Further information about this can be found within our Child Protection and Safeguarding Policy.

Occasionally, Cheltenham College will need to share personal information relating to its community with third parties, such as professional advisers (lawyers or accountants) or relevant authorities (HMRC, Gloucestershire Safeguarding Children Board, police or the local authority). Cheltenham College may also share personal data with third parties who provide academic support (i.e. for teaching practices or testing and homework practice for pupils), with examination boards (i.e. when submitting grades and processing access arrangement applications), and professionals who specialise in support for Special Educational Needs, English as an Additional Language (EAL) and health.

For the most part, collected personal data will remain within Cheltenham College. However, some personal data may be transferred beyond the European Economic Area. This may be necessary for a range of reasons; for example, to communicate effectively with a pupil's parents or agents who are based overseas, to provide a reference to an overseas educational institution, to access an online educational resource (subject to explicit consent provided by or on behalf of the pupil), to arrange for a Tier 4 Visa, or due to another legal obligation.

Cheltenham College conducts a risk assessment when transferring personal data outside of the UK. Cheltenham College ensures that the standard of protection provided in the receiving country or organisation is not materially lower than that of UK GDPR.

In accordance with Data Protection Law, some of Cheltenham College's processing activity is carried out on its behalf by third parties, such as IT systems, web developers or cloud storage providers. This is always subject to contractual assurances that personal data will be kept securely and only in accordance with Cheltenham College's specific directions.

HOW LONG WE KEEP DATA

Cheltenham College will retain personal data securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. Typically, the legal recommendation for how long to keep ordinary staff personal files and the pupil educational record is up to 7 years following departure from Cheltenham College (assuming the age of the pupil on departure in 18).

However, incident reports, special educational needs files and safeguarding files will need to be kept much longer, in accordance with specific legal requirements. Moreover, Cheltenham College may retain some personal data relating to pupils and members of staff for archiving purposes (including historical research) in order to preserve and commemorate Cheltenham College's community and heritage. Records held for archive purposes are held subject to strict closure periods as required by Data Protection Law, as detailed within the Archive & Heritage Collections Policy.

If you have any specific queries about how this policy is applied or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Data Protection Manager. However, please bear in mind that Cheltenham College may have lawful and necessary reasons to hold on to some data.

KEEPING IN TOUCH AND SUPPORTING CHELTENHAM COLLEGE

In addition to compliance with current Data Protection legislation, Cheltenham College and the Cheltonian Society operate in line with the Privacy and Electronic Communications Regulations (2003) Act, and the Data 9Use and Access) Act 2025, and will request **explicit consent** in order to:

- Maintain relationships with alumni and Cheltenham College community, including direct marketing and fundraising activity.

CHELTONIAN SOCIETY

The Cheltonian Society may request the consent of alumni, parents, staff and other members of Cheltenham College's community to use their contact details to keep them updated about Cheltenham College activities, or events of interest, including sending updates and newsletters by email and by post.

DEVELOPMENT

Cheltenham College may contact individuals who consent to keep them updated about Cheltenham College activities, or events of interest.

In addition, Cheltenham College may contact individuals who consent, including members of the 1841 Society and the Hugh Reeves Legacy Society, with information regarding opportunities to raise funds and support the development of Cheltenham College and, where appropriate, other worthy causes actively supported by current pupils.

Cheltenham College may collect information from publicly available sources about individual's occupations and activities, in order to maximise Cheltenham College's fundraising potential and conduct donor due diligence. Individuals may be grouped with similar people who may be able to give at a particular level or who have similar interests. This practice reduces the likelihood that individuals will be contacted about projects to which they cannot or do not wish to support.

YOUR RIGHTS

Individuals have various rights under Data Protection Law to access and understand personal data about them held by Cheltenham College, and in some cases ask for it to be erased or amended or for Cheltenham College to stop processing it, subject to certain exemptions and limitations.

Any individual wishing to access or amend their personal data or wishing it to be transferred to another person or organisation, or who has some other objection to how their personal data is used, should put their request in writing to the Data Protection Manager.

Cheltenham College will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits. For Subject Access Requests (SARs), the statutory timeframe is one month from when Cheltenham College receives the request or, if identity verification is required, from when appropriate evidence is provided. Cheltenham College will be better able to respond quickly to smaller, targeted requests for information. If the request is manifestly excessive, unfounded, repetitive or vexatious, or similar to previous requests

made within the last twelve months, Cheltenham College may ask you to reconsider or charge a proportionate fee, but only where Data Protection Law allows it.

You should be aware that certain data is exempt from the right of access. This may include information which identifies other individuals, or information which is subject to legal professional privilege. Cheltenham College is also not required to disclose any pupil examination scripts (though examiners' comments may fall to be disclosed), nor any confidential reference given by Cheltenham College for the purposes of the education, training or employment of any individual.

PUPIL REQUESTS

Pupils can make subject access requests for their own personal data, provided that, in the reasonable opinion of Cheltenham College, they have sufficient maturity to understand the request they are making (see section Whose Rights below). Indeed, while a person with parental responsibility will generally be entitled to make a subject access request on behalf of younger pupils, the information in question is always considered to be the children at law.

A pupil of any age may ask a parent or other representative to make a subject access request on his/her behalf. Moreover (if of sufficient age) their consent or authority may need to be sought by the parent making such a request. Pupils within College (i.e. aged 13 and above) are generally assumed to have this level of maturity, although this will depend on both the child and the personal data requested, including any relevant circumstances at home. Slightly younger children within Cheltenham Prep may however **also** be sufficiently mature to have a say in this decision.

All information requests from, or on behalf of, pupils – whether made under subject access or simply as an incidental request – will therefore be considered on a case-by-case basis.

CONSENT

Where Cheltenham College is relying on consent as a means to process personal data, any person may withdraw this consent at any time (subject to similar age considerations as above). Please be aware however that Cheltenham College may have another lawful reason to process the personal data in question even without your consent.

That reason will usually have been asserted under this Privacy Notice or may otherwise exist under some form of contract or agreement with the individual (e.g. an employment or parent contract, or because a purchase of goods, services or membership of an organisation such as the Cheltonian Society or Friends of the Prep has been requested).

WHOSE RIGHTS

The rights under Data Protection Law belong to the individual to whom the data relates. However, Cheltenham College will often rely on parental consent to process personal data relating to pupils (if consent is required) unless, given the nature of the processing in question, and the pupil's age and understanding, it is more appropriate to rely on the pupil's consent.

Parents should be aware that in such situations they may not be consulted, depending on the interests of the child, the parents' rights at law or under their contract, and all the circumstances.

In general, Cheltenham College will assume that pupils' consent is not required for ordinary disclosure of their personal data to their parents, e.g. for the purposes of keeping parents informed about the pupil's activities, progress and behaviour, and in the interests of the pupil's welfare, unless, in Cheltenham College's opinion, there is a good reason to do otherwise.

However, where a pupil seeks to raise concerns confidentially with a member of staff and expressly withholds their agreement to their personal data being disclosed to their parents, Cheltenham College may be under an obligation to maintain confidentiality unless, in Cheltenham College's opinion, there is a good reason to do otherwise; for example, where Cheltenham College believes disclosure will be in the best interests of the pupil or other pupils, or if required by law.

Pupils are required to respect the personal data and privacy of others, and to comply with Cheltenham College's ICT Pupil Policy and Cheltenham College rules. Staff are under professional duties to do the same covered under the Staff ICT Acceptable Use Policy, in addition to our Data Protection Policy and any policies relating to safeguarding referred to within this Privacy Notice.

DATA ACCURACY AND SECURITY

Cheltenham College will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must please notify Admissions (if prospective), College Office (if current), or the Cheltonian Society (if a member or) of any significant changes to important information, such as contact details, held about them. Individuals with a former association with Cheltenham College or the Cheltonian Society who wish to get back in touch or make a request regarding any personal day still held may contact the main reception at College and/or Cheltenham Prep, the Data Protection Manager or Cheltenham College Archive (archives@cheltenhamcollege.org).

An individual has the right to request that any out-of-date, irrelevant or inaccurate or information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law): please see above for details of why Cheltenham College may need to process your data, and who you may contact if you disagree.

Cheltenham College will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to Cheltenham College systems. All staff and governors will be made aware of this policy and their duties under Data Protection Law and receive relevant training.

THIS PRIVACY NOTICE

Cheltenham College will update this Privacy Notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

QUERIES AND COMPLAINTS

Any comments or queries on this policy should be directed to the Data Protection Manager using the following contact details:

Data Protection Manager
Cheltenham College
Bath Road

Cheltenham
Gloucestershire
GL53 7LD
Telephone: 01242 265 600
Email: dataprotection@cheltenhamcollege.org

Cheltenham College can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with Cheltenham College before involving the regulator.

DATA PROTECTION COMPLAINTS PROCEDURE

Introduction

The Data (Use and Access) Act 2025 introduced a new statutory right for individuals to raise a complaint with Cheltenham College regarding its data protection compliance. This section sets out Cheltenham College's formal complaints procedure.

Right to Complain

You have the right to lodge a complaint with Cheltenham College if you believe we are not complying with data protection legislation, including the UK GDPR, Data Protection Act 2018, or the Privacy and Electronic Communications Regulations 2003.

How to Make a Complaint

Please submit your data protection complaint in writing to:

Data Protection Manager
Cheltenham College
Bath Road
Cheltenham
Gloucestershire
GL53 7LD
Telephone: 01242 265 600
Email: dataprotection@cheltenhamcollege.org

Please provide:

- Your name and contact details
- Details of the data processing activity you are complaining about
- The specific concern or alleged breach
- Any supporting documentation

Alternatively, you can use the online form which can be found in the "contact us" section of our website.

Our Response Process

Cheltenham College is committed to handling data protection complaints fairly and promptly:

- **Acknowledgement**: Cheltenham College will acknowledge receipt of your complaint within **5 days** of receipt
- **Investigation**: We will investigate your complaint thoroughly
- **Response**: Cheltenham College will provide a full response setting out the outcome of our investigation and any remedial action taken

Time Limits

Cheltenham College will endeavour to resolve complaints as quickly as possible. Complex complaints may take longer than 30 days to resolve, but we will keep you informed of progress and provide regular updates.

Right to Appeal to the ICO

If you are dissatisfied with Cheltenham College's response to your complaint, or if you wish to lodge a complaint directly with the Information Commissioner's Office, you can contact:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk
Website: www.ico.org.uk