

## Havering Education Services (HES) Privacy Notice

This privacy notice explains how we process and manage any personal information we collect about you when you use our services, book on to training programmes or access information via our education services portal, [www.hes.org.uk](http://www.hes.org.uk)

### 1 | CHANGES TO OUR PRIVACY NOTICE

We keep our privacy notice under regular review.

### 2 | WHO ARE WE?

HES is London Borough of Havering's umbrella brand for providing support services, consultancy and training to the education sector. HES service users include members of the schools workforce, staff in further education, staff in early years settings and childminders.

Our education services portal, [www.hes.org.uk](http://www.hes.org.uk), is the online public platform where service users purchase services and training as well as providing access to information about both traded and non-traded services.

### 3 | OUR DATA PROTECTION OFFICER

The council's designated data protection officer is Ian Gibbs and can be contacted at:

Access to Information Team  
London Borough of Havering  
Havering Town Hall  
Main Road  
Romford  
RM1 3BD

Or via email: [GDPR-dataprotection@onesource.co.uk](mailto:GDPR-dataprotection@onesource.co.uk)

#### 4 | WHY WE NEED YOUR INFORMATION AND HOW WE USE IT

In order to book training, order or purchase services for yourself (if self-employed) or on behalf of your school or organisation (depending on the access rights assigned to users) or access information in regards to the above, you would require a user account to access our portal.

The personal information we collect at account setup is to enable your bookings and purchases to be correctly attributed to you and your organisation for the purposes of course attendance, certification (where applicable) and invoicing, as well as communications related to your orders, purchases and account.

If you wish to receive Havering's weekly education newsletter and have given us consent, we will also use your contact details to send you the newsletter via email. If you would like to receive the newsletter, you can inform us by email to [support@hes.org.uk](mailto:support@hes.org.uk). Once a request has been received, you will be added to the distribution list within two weeks of your request.

#### 5 | WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

The mandatory personal information we require for account setup is the following:

- name and surname
- email address
- job title/role
- school/company/organisation name
- school/telephone number
- your level of access rights for your organisation

For childminders, we require the following additional personal information for account setup:

- personal telephone number
- home address

Our education services portal also logs the transactions made by you or on behalf of your school or organisation by your user account. For example when you add an item to your or your organisation's shopping basket on our portal, the system will record that the action was taken by your account.

Although we do not request or require any sensitive information as part of the account setup process, there are additional non-mandatory fields within your user account which you may wish to update or add to at your own discretion. One such example is Special Requirements which, if added, will be relevant if you have a disability or accessibility need which may affect any training course you are booked to attend.

## 6 | HOW DO WE OBTAIN YOUR PERSONAL DATA?

We obtain the personal information described in section 6 above from the following sources:

- self-entry Sign-up Form available on the Contacts' section of our education services portal
- user profile information provided by the user's school or organisation using our User Verification Form
- User Profile information provided by the user's school or organisation using the User Management function available on our education services portal
- Paper and electronic contact forms, including the General Enquiry Form completed at conferences, exhibitions and events

## 7 | SHARING YOUR PERSONAL DATA

Your personal data will be treated as strictly confidential, and will only be shared for the purpose of service delivery, requested training and the effective operation of our portal. This may occasionally involve sharing your data with third party providers, as well as Frontline Data Ltd who deliver the portal. For example, a third party training provider would be provided with a list of booked delegates in order to record attendance and issue

certificates. You will be informed of when your data will be shared with third party training or service providers on individual course or service pages.

All of the third party providers that we work with, including Frontline Data, act in accordance with the General Data Protection Regulation (GDPR) 2016/679, a regulation in EU law on data protection and privacy for all individuals within the European Union.

Lead administrators for individual schools/organisations are able to access their organisation's user accounts in order to ensure these remain up-to-date, and will update us when a member of staff leaves so that their account can be deactivated.

If you would prefer us not to share your personal data, please let us know by email to [support@hes.org.uk](mailto:support@hes.org.uk). Please note that any such request may prohibit our ability to deliver our services to you.

## 8 | DATA RETENTION

In relation to all users, personal data will not be retained for longer than necessary in connection to the purpose for which they have been collected.

We immediately deactivate user accounts where we are made aware of the user having left their school/organisation. In addition, where user accounts are inactive for 5 years or more, they are deleted from the system.

## 9 | HOW YOU CAN ACCESS, UPDATE or DELETE YOUR INFORMATION

You can access and update your user account information and contact preference at any time by logging in to our education services portal. Click on the drop down arrow next to your name, in the top right hand corner of the screen. Go to My Profile and edit any personal information in the Account Details and Additional Information sections.

You can also make a request for rectification, deactivation or deletion verbally or in writing by contacting [support@hes.org.uk](mailto:support@hes.org.uk) or 01708 431561. Should you request that your user

account should be deactivate or deleted, you should be aware that your account you will no longer be able to access our portal.

If you wish to stop receiving Havering's weekly education newsletter, you can follow the unsubscribe links at the bottom of the newsletter or inform us by email to [support@hes.org.uk](mailto:support@hes.org.uk). Once a request for removal has been received, you will be removed from the distribution list within two weeks of your request.

## 10 | KNOWING YOUR RIGHTS

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law and what you should expect from us, visit the [ICO website](#).

## 11 | CONCERNS OR COMPLAINS

Should you have a question regarding our privacy practices that cannot be answered by our team at [support@hes.org.uk](mailto:support@hes.org.uk) or you are dissatisfied with the processing of your information, you can raise your concern with the council's Data Protection Officer, Ian Gibbs, at [GDPR-dataprotection@onesource.co.uk](mailto:GDPR-dataprotection@onesource.co.uk).

If you have further concerns regarding our privacy practices or about exercising your Data Protection rights, you may wish to contact the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 / 01625 545 745  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)