



## Privacy Policy

### Introduction

St Helens Council is the operator of Services4Schools (S4S) and is the Data Controller for the information held about you to deliver services and provide training and events via Services4Schools. At St Helens Council we recognise how important your personal information is to you and ensure that we use personal information fairly, correctly and safely in accordance with current legislation.

### Why We Require Your Information

Services4Schools is used to enable schools and other organisations to purchase and manage contracts for services and training from St Helens Council. The Services4Schools team require your information to create an account for you to either: access the S4S system on behalf of your school/organisation to browse and purchase services, training and events (User); or for us or your school/organisation to book you onto training courses and record your attendance for your CPD (Non-User) on your behalf. The processing of your data is necessary for the fulfilment of the contracts we have in place with your school and/or you as a delegate on training courses. Whenever your school/organisation uses your personal information to book you onto a training course or event we presume that they are doing so with your permission.

If you are a user of S4S you will have access to your own account and be able to amend your personal details at any time. If a non-user account is created for you, you can request access to the information we hold about you by contacting the Services4Schools Support team on [s4ssupport@sthelens.gov.uk](mailto:s4ssupport@sthelens.gov.uk) or you can make a request via your school/organisation.

### The Information We Collect

To provide you with an account we only require your forename, surname, email address, job title, the name of your school/organisation and a contact telephone number. If you are attending training courses and events booked via S4S you, or your school/organisation, can provide details of any special requirements (e.g. dietary and accessibility needs) that you have; these will be stored to use for all courses you attend and can be amended or removed when required.

We will hold your information as long as you require access to Services4Schools and/or your training records for courses booked via S4S. Your information will be disposed of securely when it is no longer required (e.g. you have left your role at the school/organisation). You have the right to request that we stop processing your personal information in relation to any service, training or event we provider. However, this will prevent us from delivering a service or training to you.

### **Third Party Service Providers**

We may pass your details on to third party service providers who are contracted to St Helens Council to provide services and training to you or your school/organisation. These third parties are obliged under their contracts with the Council to comply with data protection rules and keep your details securely, use them only to fulfil the requirements of the service/training and dispose of the information at the appropriate time.

### **Links to Other Websites**

This site contains links and references to other websites. Please be aware that this Privacy Policy does not apply to those websites and we encourage you to read the Privacy Policy of every website you visit. St Helens Council is not responsible for the practices of other sites.

### **Frontline Data Ltd**

The Services4Schools system is hosted by Frontline Data Limited on behalf of St Helens Council. Under the terms of the Council's contract with Frontline Data Limited your data is stored by them on their hosted servers and is not used for any purpose other than as required by Services4Schools. As the data controller we have ensured that the necessary data protection safeguards are in place, pursuant to the requirements of the Data Protection Act 2018 and General Data Protection Regulations.

### **Marketing**

We will only send you targeted information about our services and training/events if you have specifically asked us to do so. You can withdraw your consent at any time.

### **Further Information**

For more information about St Helens Council's Data Protection and Privacy Policies please follow the links to the Council's website provided below:

Privacy Statement - <https://www.sthelens.gov.uk/privacy-statement/>

Privacy Notice - <https://www.sthelens.gov.uk/council/customer-services/privacy-notice/>

Data Protection - <https://www.sthelens.gov.uk/council/data-protection-freedom-of-information/data-protection/>

Data Protection Policy - <https://www.sthelens.gov.uk/media/1351/data-protection-policy-v3.pdf>

If you have any questions or would like more information about this privacy policy, please contact St Helens Council's Data Protection Officer by email: [dataprotection@sthelens.gov.uk](mailto:dataprotection@sthelens.gov.uk)

### **Complaints Procedure**

If you have any issues with the way in which your data has been handled by the Council or one of its third party contractors, you have the right to complain to the Information Commissioner's Office (ICO).

ICO Contact details

Tel: 0303 123 1113

Online: <https://ico.org.uk>

Post: Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF