



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru
Her Majesty's Inspectorate for Education and Training in Wales

Privacy Notice

Information sheet

Information box

For further advice contact: Information Governance Group

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1.0	Information Governance Group	July 2018	New policy

Equality Impact Assessment

A business rationale assessment has been carried out and this policy contributes to Estyn's strategic objectives and delivery principles.

In accordance with Estyn's Equality Impact Assessment, an initial screening impact assessment has been carried out and this policy is not deemed to adversely impact on the grounds of the nine protected characteristics as laid out by the Equality Act 2010.

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Introduction

This privacy notice sets out the standards that can be expected from Estyn when we collect personal information. It sets out information relating to how we use personal information relating to individuals we have dealings with, including individuals whose personal information is obtained during an inspection process, individuals who raise enquiries or complaints with us and users of our website. It also sets out information about what rights individuals have in relation to their personal information and various other matters required under data protection law.

This privacy notice provides information to individuals about how they can object to our use of their personal information, how they can withdraw any permissions they have given to us to enable us to process their personal information and what to do if they have any feedback or a complaint. We also provide details of how they can contact us or the Information Commissioner's Office for more information.

Who does this privacy notice apply to?

This privacy notice applies to:

- individuals whose personal information is obtained during or relating to an inspection process, including:
 - staff at an education or training establishment
 - learners at the establishment
 - people who fill out an inspection questionnaire or who supply information relevant to an inspection in another way
- individuals who make an enquiry, complain to us or raise an issue with us
- individuals who use our website
- individuals contained in Welsh Government data supplied to us
- individuals who supply goods or services to us
- individuals who attend our events

In the sections below, when referring to the individuals listed above, we use the terms "you" or "your".

What's our approach to privacy?

We take your privacy extremely seriously and want you to feel confident that your personal information is safe in our hands.

We will only use your personal information in accordance with data protection law applicable to England and Wales from time to time.

Under data protection law, when we use your personal information, we will be acting as a data controller. Essentially, this means that we will be making decisions about how we want to use your personal information and why.

Below, we summarise the main rules that apply to us under data protection law when we use your personal information:

- 1 We must be upfront about how we intend to use your personal information and must use your personal information fairly. Providing privacy information to individuals (such as in this privacy notice) is one aspect of using personal information fairly.
- 2 We must only use your personal information if we have a legal basis to do so under data protection law. These legal bases include that our use of your personal information is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time.
- 3 We must only use certain types of sensitive personal information, also referred to as special category personal information, (such as information relating to your health, racial or ethnic origin or religion) if we can also satisfy one of the conditions for processing this type of information set out in data protection law. These conditions include that:
 - you have given us your explicit consent to use the information
 - the processing is necessary for reasons of substantial public interest.
- 4 We are only permitted to share your personal information with others in certain circumstances and, if we do, we will take steps to ensure that your personal information will be secure.
- 5 Generally speaking, we must only use your personal information for the specific purposes we have told you about. If we want to use your personal information for other purposes, we need to contact you again to tell you about this.
- 6 We must not hold more personal information than we need for the purposes we have told you about and must not retain your personal information for longer than is necessary for those purposes (this is known as the “retention period”). We must also dispose of any information that we no longer need securely. Further details can be found in our Retention Policy.
- 7 We must ensure that we have appropriate security measures in place to protect your personal information.
- 8 We must act in accordance with your rights under data protection law.
- 9 We must not transfer your personal information outside the European Economic Area (“EEA”) unless certain safeguards are in place. One such safeguard is that the personal data is only transferred to a country that has been approved by the European Commission as having an acceptable level of data protection law.

How will we use your personal information?

How we will use your personal information, the legal bases we will rely upon, how long we will keep your personal information and other details will depend upon who you are and why we need your personal information in the first place.

In this section, we provide specific privacy information relating to the different categories of individuals that this privacy notice applies to.

Individuals whose personal information is obtained during or related to an inspection process

Staff at an education or training establishment

<p>What personal information we will use?</p>	<p>Estyn inspectors may view, access, use or refer to the following personal information:</p> <ul style="list-style-type: none"> • Your name. • Details related to your role. • Your work contact details. • Information and evidence gathered during the inspection process.
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by you or by others such as parents, pupils, staff when we carry out an inspection. • Opinions and comments recorded by the inspection team. • Included in any complaints or queries raised by third parties, such as parents or other interested parties.
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • We will consider all information gathered during the inspection process to carry out the inspection and produce our inspection report.
<p>The legal bases for processing we rely upon</p>	<ul style="list-style-type: none"> • Our use of your personal information in connection with an inspection process is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • Paper records provided by education or training establishment will not be removed from the establishment site by Estyn inspectors. • Any records or notes made by inspectors containing personal details are deleted or destroyed on leaving the establishment. • Electronic records stored in the Virtual Inspection Room are deleted in line with our records retention policy.

Learners at the establishment being inspected

<p>What personal information we will use?</p>	<p>Estyn inspectors may view, access, use or refer to the following personal information:</p> <ul style="list-style-type: none"> • Your name and date of birth • The school/establishment you attend • Year and class information • Information provided by you or others during the inspection process
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by you or by others such as your education provider being inspected, parents, other learners, when we carry out an inspection. • Opinions and comments recorded by the inspection team.
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • We will consider all information gathered during the inspection process to carry out the inspection and produce our inspection report.
<p>The legal bases for processing we rely upon</p>	<ul style="list-style-type: none"> • Our use of your personal information in connection with an inspection process is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • Paper records provided by education or training establishment will not be removed from the establishment site by Estyn inspectors. • Any records or notes made by inspectors containing personal details are deleted or destroyed on leaving the establishment. • Electronic records stored in the Virtual Inspection Room are deleted in line with our records retention policy.

People who fill out an inspection questionnaire or who supply information relevant to an inspection in another way

<p>What personal information we will use?</p>	<ul style="list-style-type: none"> • The name of the relevant school or establishment. • Your gender and age group (for learners only). • Your comments. • The IP address of the computer you use to complete the questionnaire.
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by you when you complete the inspection questionnaire or when you contact us with information.
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • Our staff will have access to the questionnaire responses. Access to the information is controlled based on their roles and responsibilities. • We will use the information to produce a summary analysis report which is stored in our Virtual Inspection Room for inspectors to consider during the inspection. For learners, this will include summaries by various age groups and gender breakdowns.
<p>The legal bases for processing we rely upon</p>	<ul style="list-style-type: none"> • Our use of your personal information in connection with an inspection process is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • Records are retained in line with our records retention policy.

Individuals who make an enquiry, complain to us or raise an issue with us

<p>What personal information we will use?</p>	<ul style="list-style-type: none"> • Your name. • Your contact details (such as your telephone number or email address). • Details of your enquiry/complaint/issue.
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by you when you contact us (e.g. by making a phone call or emailing us).
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • We will use the personal information to deal with your enquiry/complaint/issue. • In cases of complaint about someone in Estyn, we will usually disclose your identity to the person you are complaining about – your details will not generally be disclosed in the event of any complaint or enquiry in relation to a provider or individual outside of Estyn. • If we consider the matter to be a safeguarding issue we will deal with the matter in accordance with our safeguarding policy. In such circumstances the issue will be shared with the relevant local authority and/or the police. • We will also make a record of your enquiry/complaint/issue for internal administrative purposes and to assess the level of service provided.
<p>The legal bases we rely upon</p>	<ul style="list-style-type: none"> • Our use of your personal information to dealing with your enquiry/complaint/issue is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time. • If your enquiry/complaint/issue reveals any sensitive or special category personal information, namely your: <ul style="list-style-type: none"> • racial or ethnic origins • political opinions • religious or philosophical beliefs • membership of a trade union • physical or mental health (including details of any disability) • sexual orientation • details of any known disability • commission or alleged commission of any offence

	<ul style="list-style-type: none"> • Our use of your special category personal data will be on the ground that it is necessary for reasons of substantial public interest, namely, either for the exercise of a function conferred on us by enactment or it is necessary for the prevention or detection of unlawful acts, protecting the public against dishonesty, safeguarding, preventing fraud or suspicion of terrorism or money laundering. • Our use of your personal information for record keeping purposes is because of our responsibility to ensure that Estyn is run efficiently and effectively, which we consider necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • We keep records of enquiries and issues raised in line with our records retention policy. • We generally keep records of complaints which we do not consider to be safeguarding issues for internal statistical purposes (not to be disclosed outside of Estyn). • If your complaint is considered by us to involve a safeguarding issue we will keep a record of the matter for internal information and review. • For further information on retention periods please see our retention schedule and our safeguarding policy estyn.gov.wales/inspection/safeguarding

Individuals who use our website

<p>What personal information we will use?</p>	<ul style="list-style-type: none"> • Estyn is committed to respecting your privacy. We have built our website so that you do not have to give us any personal information to use our site, unless you choose this option. • If you choose to provide us with personal information by registering to receive updates it will be used only to provide you with email updates on the topics you have requested and only be used in accordance with this privacy statement. • We may collect technical information, including the internet protocol address used to connect your computer to the internet.
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • We collect and store anonymous information about how you use our site through the use of cookies (files which are sent by us to your computer or other access device). • Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work efficiently, as well as to provide information to the owners of the site. • We use cookies to help gather anonymous information on how our website is used. This information helps us to improve our website and provide a better service for our visitors. Additionally, the social media functionality that we use sets cookies. • Further information about how we use cookies is available at https://www.estyn.gov.wales/privacy-statement
<p>What purposes we will use the personal information for?</p>	<p>The above information is used by us to:</p> <ul style="list-style-type: none"> • make a tailored website available to you • track usage of our website • help us to continually improve our website by evaluating the effectiveness of our publications and other online content
<p>The legal grounds we rely upon</p>	<ul style="list-style-type: none"> • Our collection and use of the above information is based on our legitimate interests in ensuring that our website is user-friendly and appeals to our customers.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • Information collected is retained for 26 months to help us to effectively evaluate our website.
<p>Consequences of not providing/ permitting us to obtain personal information</p>	<ul style="list-style-type: none"> • If you disable our Cookies, you will still be able to use all of our website.

Individuals contained in Welsh Government pupil data supplied to us

<p>What personal information we will use?</p>	<p>We are provided with information relating to learners by the Welsh Government.</p> <p>The categories of information we are provided include:</p> <ul style="list-style-type: none"> • Unique pupil identifiers. • Characteristic information such as dates of birth, any additional learning needs, deprivation status, national identity, ethnicity, Welsh language skills, postcodes. • Outcomes data – learner completion outcomes, results in assessments and external examinations. • Learner attendance and exclusion rates. <p>Some of the information provided such as information about special educational needs, information about race or ethnicity will be sensitive or special category personal information.</p>
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by the Welsh Government via a secure data transfer site under Data Access Agreements.
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • We use aggregated analysis of the information to inform our inspections. • We will use the personal information for research purposes and to carry out statistical analysis to establish trends and so on. • The results of our research and analysis will be used to inform and advise the inspectorate and to provide inspection teams with background research and context on regional trends.
<p>The legal bases for processing we rely upon</p>	<ul style="list-style-type: none"> • Our use of the personal and special category personal data information is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • We keep the data records in line with our records retention policy and the particular stipulations in each Data Access Agreement relating to the particular piece of information.

Individuals who supply goods or services to us

<p>What personal information we will use?</p>	<p>Prior to awarding a contract/entering an agreement with a supplier.</p> <p>All procurement:</p> <ul style="list-style-type: none"> • Your name and contact details • Information for the evaluation of selection criteria e.g. expertise, technical skills and languages, professional experience including details on current and past employment <p>In the procurement of Additional Inspector services, we will also use the following:</p> <ul style="list-style-type: none"> • DBS certification details, subject and language specialisms, training history • Inspection daily rates and capacity to inspect; along with preclusions and availability • Upcoming, recent and historical inspection activity with grading history <p>Following supplier acceptance of contract offer/on entering agreement to supply:</p> <ul style="list-style-type: none"> • Your bank account details
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by you when you agree to provide us with goods or services or when you supply us with a quote or tender bid.
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • In the evaluation of quotes/tender bids, to enter into an agreement with you, to contact you, to administer the agreement for goods/services and to pay you.
<p>The legal grounds we rely upon</p>	<ul style="list-style-type: none"> • The use of your personal information to enter into an agreement for goods or services, for correspondence in relation to the goods or services and associated matters and to make payment for goods or services provided will be necessary for the purposes of taking steps prior to entering into a contract with you and for the performance of the contract between us.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • We will retain your personal information for the duration of the contract and for 6 years thereafter in case there should be any contractual dispute, in line with our retention schedule.

Consequences of not providing /permitting us to obtain personal information	<ul style="list-style-type: none">• Without your personal information, we will not be able to engage you to provide us with services nor will we be able to pay you.
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Individuals who attend our events

<p>What personal information we will use?</p>	<ul style="list-style-type: none"> • Your name • Your contact details • The organisation you work for and your position in it • Your dietary requirements (if any) • Your language requirements • Your access requirements (if any) • Bank details for payment of expenses (where required)
<p>How we will obtain the personal information?</p>	<ul style="list-style-type: none"> • Provided by you when you register for an event through our events booking system.
<p>What purposes we will use the personal information for?</p>	<ul style="list-style-type: none"> • To provide you with information about the event. • To ensure that any dietary, language and access requirements are provided for. • To enable us to run the event.
<p>The legal grounds we rely upon</p>	<ul style="list-style-type: none"> • Our use of the personal information (other than any special category personal information) is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. This is generally because the processing of your personal data by us will be necessary for the exercise of a function conferred on us via statute, such as the Education Act 2005, the Learning and Skills Act 2000 and the Children Act 2004, as amended from time to time. • Where we are processing special category personal information such as information concerning health or race which is apparent from your dietary or language or access requirements, this will be based on your explicit consent.
<p>How long we retain the personal information and why?</p>	<ul style="list-style-type: none"> • We retain your personal information as part of the event record for two years.

When will we use your personal information for direct marketing?

In addition to data protection law, if we use your personal information for direct marketing purposes, we may also be subject to additional rules that regulate direct marketing. The term “direct marketing” essentially means directing marketing material or advertising at a particular individual.

To ensure compliance with both data protection laws and the specific rules relating to direct marketing, we will only use your personal information to tell you about our latest events which we think this may be of interest to you in the circumstances outlined below:

Direct marketing by email, text or other forms of electronic communication	We will only contact you in this way if you have: <ul style="list-style-type: none">• given us your express consent to do so• previously enquired about one of our events or have attended one of our events in the past and we want to tell you about a similar event that may be of interest to you and you have not opted out of receiving such communications
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Our legal bases for such processing under data protection law will either be your consent or reliance upon performance of a task in the public interest.

We will retain your personal information unless and until you inform us that you no longer wish to receive direct marketing information from us. You can ask us to stop sending direct marketing to you at any time by using the unsubscribe link at the end of our emails.

When will we share your personal information with others?

Sometimes, we will need to share your personal information with others. This section sets out details of who we will share your personal information with and why. It also tells you about our legal basis for doing so under data protection law and steps we will take to protect your personal information.

Our service partners

<p>Who are our service partners?</p>	<p>Our service partners include:</p> <ul style="list-style-type: none"> • couriers and other suppliers of delivery services • Providers of IT services to Estyn • Disclosure and Barring Service umbrella company <p>We have not included the names of our service partners in this privacy notice because their identity will change from time to time. However, if you would like further information about any of our current service providers, please contact us using the details set out at the end of this policy.</p>
<p>Why we need to share your personal information with them</p>	<ul style="list-style-type: none"> • We use the service partners described above to enable us to carry out our work.
<p>The legal bases we rely upon when sharing your personal information</p>	<ul style="list-style-type: none"> • The sharing of your personal data with suppliers and sub-contractors is necessary for the performance of our tasks in the public interest.
<p>What precautions do we take?</p>	<ul style="list-style-type: none"> • We enter into contracts with our service providers which require them to put appropriate security measures in place and which restrict their use of your personal information.

Organisations who are associated with our work

<p>Further Information</p>	<ul style="list-style-type: none"> • We work closely with other public bodies, for example local authorities, the Welsh Government, Schools, the Education and Workforce Council, the Disclosure and Barring Service.
<p>Why we need to share your personal information with our Group?</p>	<ul style="list-style-type: none"> • From time to time we will need to share certain personal information with other public bodies where this is necessary to discharge our statutory functions or to comply with regulatory requirements or where this a public interest to do so.
<p>The legal bases we rely upon when sharing your personal information</p>	<ul style="list-style-type: none"> • Sharing of personal data in these circumstances will generally be because it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us. • Where special category personal information is involved our legal bases for sharing the information will generally be because it is in the substantial public interest to do so either for the exercise of a function conferred on us by enactment or it is necessary for the prevention or detection of unlawful acts, protecting the public against dishonesty, safeguarding, preventing fraud or suspicion of terrorism or money laundering.
<p>What precautions do we take?</p>	<ul style="list-style-type: none"> • The public bodies in question will have appropriate security measures to protect your personal information.

Providers of information technology services

<p>Who will we be sharing your personal information with?</p>	<ul style="list-style-type: none"> • We use suppliers of information technology products and services in connection with the supply, maintenance and/or improvement of our IT network and the creation, development hosting and maintenance of our website. • We have contracts in place with our suppliers. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. • We haven't included the names of our IT providers in this privacy notice because their identity will change from time to time.
<p>The legal bases we rely upon when sharing your personal information</p>	<ul style="list-style-type: none"> • We rely upon our legitimate interests in ensuring that our organisation can function properly and efficiently and that our IT network is secure.
<p>What precautions do we take?</p>	<ul style="list-style-type: none"> • We enter into contracts with our IT providers which require them to put appropriate security measures in place and which restrict their use of your personal information.

Other third parties

We may also need to share your personal information with others in the following circumstances:

<p>Legal or regulatory requirements</p>	<ul style="list-style-type: none"> • On occasion, we may be required to disclose your personal information to organisations such as the courts or the police to comply with legal obligations we are subject to and/or to prevent fraud or crime.
<p>Protecting our business</p>	<ul style="list-style-type: none"> • From time to time we may need to disclose your personal information in connection with steps we need to take to protect our business interests or property.
<p>Professional advice and legal action</p>	<ul style="list-style-type: none"> • We may need to disclose your personal information to our professional advisers in connection with the provision by them of professional advice and/or the establishment or defence of legal claims.

Circumstances in which we will send your personal information outside the EEA

We do not envisage that we will send your personal information outside the EEA.

How do we keep your personal information secure?

We take various steps to protect your personal information while it is in our possession, including:

- Implementation of appropriate security measures to restrict access to our IT infrastructure both internally and through remote access
- Implementation of internal data security policies and training for members of staff in relation to such policies
- Staff undertake the mandatory civil service Responsible for Information training on a regular basis
- Regular reminders for members of staff about their responsibilities when processing, accessing or using personal data
- Regular reviews of our data security measures by our IT services provider
- Assurance from our contracted IT services suppliers who may handle your personal data that they have robust systems keeping your data safe
- Confirmation from our IT service providers that data is being collected and processed lawfully and without infringement of an individual's rights and freedoms
- Regular disaster recovery exercises to ensure that we can respond to a cyber-attack or data security incident quickly, effectively and without risk of breaching data protection
- Maintaining Annual Cyber Essentials accreditation to guard against the most common cyber threats
- Implementation of software updates to protect against ransomware and other cyber attacks
- Encryption of portable devices containing any personal data
- Robust access policies on mobile phones to prevent unauthorised access

What rights do you have under data protection law?

Under data protection law, you have a number of different rights relating to the use of your personal information. The table below contains a summary of those rights and our obligations. More information about your rights and our obligations can be found on the ICO website <https://ico.org.uk/>.

- 1 A right to be informed** - Individuals have the right to be informed about the collection and use of their personal data. We must provide individuals with information including: our purposes for processing their personal data, your retention periods for that personal data, and who it will be shared with.
- 2 A right of access** - This is a right to obtain access to your personal data and various supplementary information. We must provide you with a copy of your personal information and the other supplementary information without undue delay and in any event within 1 month of receipt of your request. We cannot charge you for doing so save in specific circumstances (such as where you request further copies of your personal information).
- 3 A right to have personal data rectified** - This is a right to have your personal information rectified if it is inaccurate or incomplete. We must rectify any inaccurate or incomplete information without undue delay and in any event within 1 month of receipt of your request. If we have disclosed your personal information to others, we must (subject to certain exceptions) contact the recipients to inform them, that your personal information requires rectification.
- 4 A right to erasure** - This is a right to have your personal information deleted or removed. This right only applies in certain circumstances (such as where we no longer need the personal information for the purposes for which it was collected). We have the right to refuse to delete or remove your personal data in certain circumstances. If this right applies, we must delete or remove your personal information without undue delay and in any event within 1 month of receipt of your request. If we have disclosed your personal information to others, we must (subject to certain exceptions) contact the recipients to inform them that your personal information must be erased.
- 5 A right to data portability** - This is a right to obtain and re-use your personal information for your own purposes. It includes a right to ask that your personal information is transferred to another organisation (where technically feasible). This right only applies in certain limited circumstances. If this right applies we must provide your personal information to you in a structured, commonly used and machine readable form. Again, we must act without undue delay and in any event within 1 month of receipt of your request. We cannot charge you for this service.
- 6 A right to object** - This is a right to object to the use of your personal information. The right applies in certain specific circumstances only. You can use this right to challenge our use of your personal information based on our legitimate interests or where processing is necessary for the performance of a task carried out in the public interest or the exercise of official authority vested in

us. You can also use this right to object to use of your personal information for direct marketing. If you object to us using your personal information for direct marketing, we must stop using your personal information in this way as soon as we receive your request. If you object to other uses of your personal information, whether we have to stop using your personal information will depend on the particular circumstances.

- 7 **A right to object to automated decision making** - This is a right not to be subject to a decision which is made solely on the basis of automated processing of your personal information where the decision in question will have a legal impact on you or a similarly significant effect. Where such a decision is made, you must be informed of that fact as soon as reasonably practicable. You then have 21 days from receipt of the notification to request that the decision is reconsidered or that a decision is made that is not based solely on automated processing. Your request must be complied with within 21 days.
- 8 **A right to restrict processing** - This is a right to 'block' or suppress processing of your personal information. This right applies in various circumstances, including where you contest the accuracy of your information. If we are required to restrict our processing of your personal information we will be able to store it but not otherwise use it. We may only retain enough information about you to ensure that the restriction is respected in future. If we have disclosed your personal information to others, we must (subject to certain exceptions) contact them to tell them about the restriction on use.

If you wish to exercise any of your rights, you can make a request by contacting our Data Protection Officer, details can be found below.

If you request the exercise of any of your rights we are entitled to ask you to provide us with any information that may be necessary to confirm your identity.

For further information please refer to our [Access to Information policy](#).

Your right to withdraw consent

If you have given us your consent to use any of your personal information, you can withdraw your consent at any time. To do so, please contact our Data Protection Officer, details can be found below.

How can you get in touch with us

We have appointed a Data Protection Officer (DPO) to oversee our compliance with data protection law and this privacy notice. Their details are below. If you have any questions about this privacy notice, how we handle your personal information or if you wish to make a complaint, please contact our DPO.

You can get in touch with us in the following ways:

Postal address	Data Protection Officer Estyn Anchor Court Keen Road Cardiff CF24 5JW
Email address	Enquiries@estyn.gov.uk
Phone number	029 2044 6446

Right to complain to the Information Commissioner's Officer

If we are unable to deal with a complaint to your satisfaction or if you are unhappy with the way we are using your personal data, you also have the right to make a complaint at any time to the UK's supervisory authority for data protection issues, the Information Commissioner's Office.

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

Tel: 0303 123 1113 or 01625 545745

Email: casework@ico.org.uk