St John Henry Newman

Catholic Primary School

Visitor Privacy Notice

Approved: September 2026

Next Review Date: September 2028

1. Introduction

St John Henry Newman Catholic Primary School collects personal information about people who visit or attend the school site.

This includes parents and carers attending appointments, professionals, contractors, suppliers, governors, volunteers, prospective families, delivery personnel, visitors attending events and other people entering the school premises.

This privacy notice explains what information we collect, why we collect it, who we may share it with and how we keep it secure.

The school is the **data controller** for the personal data it processes.

2. What information do we collect?

Depending on the nature of your visit, we may collect:

- your name;
- contact details;
- organisation or company name;
- job title or role;
- reason for visiting;
- name of the staff member or pupil you are visiting;
- appointment information;
- arrival and departure times;
- visitor badge or identification information;
- vehicle registration number;
- information required for access arrangements;
- information required for emergency or evacuation arrangements;
- information needed to verify identity;
- CCTV images;
- photographs or other images used for identification or security purposes; and
- information about incidents occurring during your visit.

Where necessary, information about accessibility, health or disability may also be collected so that appropriate arrangements can be made.

This may include **special category personal data** where the information reveals information about health or disability.

3. Where do we get your information?

We may collect information:

- directly from you;
- from the member of staff arranging your visit;
- from your organisation or employer;
- from another school or professional body;
- from a booking or appointment system;
- from our reception or visitor-management system;
- from CCTV or security systems; and
- from other organisations where this is necessary and lawful.

4. Why do we use your information?

We use visitor information to:

Keep people safe

We use information to:

- know who is on the school site;
- support safeguarding;
- manage emergencies;
- support evacuation procedures;
- control access to the building;
- investigate incidents; and
- protect pupils, staff and visitors.

Manage visits

We use information to:

- arrange appointments;

- check visitors in and out;
- identify visitors;
- provide visitor badges;
- contact visitors when necessary; and
- maintain an accurate record of visits.

Manage contractors and services

Where appropriate, we use information to:

- arrange work on the school site;
- manage contractors;
- check professional or organisational details;
- maintain site security; and
- keep records of services provided.

Meet legal and regulatory duties

We may use information to:

- comply with legal obligations;
- meet health and safety requirements;
- comply with safeguarding duties;
- respond to the police or other statutory bodies;
- investigate complaints or incidents; and
- exercise or defend legal rights.

5. Our lawful bases for processing visitor information

We only process visitor information where the law allows us to.

Depending on the purpose, our lawful bases may include:

- **legal obligation**;
- **public task**;
- **legitimate interests**, where applicable;
- **consent**, where we ask for your permission for a particular purpose; and

- **vital interests**, particularly in an emergency.

We will not rely on consent where another lawful basis is more appropriate.

Where we rely on consent, you may withdraw that consent at any time.

6. Special category and criminal offence data

We may occasionally need to process more sensitive information.

For example:

- accessibility requirements may reveal information about disability;
- medical information may be needed to support a safe visit;
- safeguarding information may be shared where a concern arises; or
- criminal offence information may be processed where legally permitted or required.

Where such information is processed, we will comply with the additional legal requirements that apply to it.

7. CCTV

The school uses CCTV to help protect:

- pupils;
- staff;
- visitors;
- school buildings; and
- school property.

CCTV images are personal data where individuals can be identified.

CCTV may be used to:

- monitor the security of the site;
- investigate incidents;
- support safeguarding;
- prevent or investigate crime;
- support emergency response; and

- protect people and property.

Access to CCTV footage is restricted to authorised individuals.

Footage will normally be kept only for as long as necessary for the purpose for which it was collected.

Where footage is needed for an investigation, safeguarding matter, complaint or legal proceedings, it may be retained for longer.

8. Photographs and videos

The school may take photographs or videos during school events and activities.

Where you can be identified, these images may constitute personal data.

The school will use an appropriate lawful basis for taking and using such images.

Where consent is required, this will be obtained where appropriate.

Visitors should follow any instructions given by the school about photography and recording.

The school may impose restrictions on photography or video recording during events where this is necessary for safeguarding, privacy or the orderly running of the event.

9. Filtering and monitoring

Filtering and monitoring is primarily used to protect pupils and staff when using school-managed digital systems.

Visitor use of school systems may also be subject to appropriate monitoring where this is necessary to maintain system security and safeguarding.

This may include information such as:

- login information;
- websites accessed;
- searches;
- system activity;
- security alerts; and
- information relating to suspected misuse.

Access to monitoring information is restricted to authorised staff and relevant technical support providers.

10. Information sharing

We will not routinely share visitor information with third parties unless there is a lawful reason.

We may share information with:

- Peterborough City Council or another local authority;
- emergency services;
- health services;
- safeguarding agencies;
- the police;
- courts and tribunals;
- professional advisers;
- insurers;
- contractors or service providers;
- IT and security providers; and
- other organisations where disclosure is legally required or permitted.

Where we share information, we will only share what is necessary for the purpose.

11. Third-party providers

Some school systems are provided by external organisations.

These may include:

- visitor-management systems;
- security systems;
- CCTV providers;
- IT providers;
- cloud-based software;
- appointment systems; and
- other services supporting school operations.

Where a provider processes personal data on the school's behalf, the school will have appropriate arrangements in place to protect that information.

12. How long we keep your information

We do not retain visitor information indefinitely.

Different information is retained for different periods according to its purpose.

The school's **Data Protection Policy, Data Retention Policy and Data Retention Schedule** explain how information is retained and disposed of.

Visitor records will normally be retained for a limited period appropriate to their purpose.

CCTV and security information may be retained separately according to the school's security and retention arrangements.

Where information is required for an investigation, safeguarding matter, complaint, legal proceedings or other legitimate purpose, it may be retained for longer.

Once information is no longer required, it will be securely deleted or destroyed.

13. International transfers

Where personal data is transferred outside the United Kingdom, we will ensure that the transfer complies with applicable data protection law and that appropriate safeguards are in place.

14. Your data protection rights

Depending on the circumstances, you may have rights including:

- the right to be informed;
- the right to access your personal data;
- the right to have inaccurate data corrected;
- the right to request erasure;
- the right to restrict processing;
- the right to object to certain processing;
- the right to data portability; and
- rights relating to certain forms of automated decision-making.

These rights are subject to legal conditions and exemptions.

You can contact the school or our Data Protection Officer to exercise your rights.

15. Subject Access Requests

You can request access to personal information held about you.

A Subject Access Request may be made verbally or in writing.

Please contact the school or Data Protection Officer if you wish to make a request.

We will deal with the request in accordance with current data protection law.

16. Complaints

If you have concerns about how we process your information, please contact us first.

St John Henry Newman Catholic Primary School
Aqua Drive
Hampton Water
Peterborough
PE7 8QL

Telephone: 01733 304533
Email: office@stjhn.org.uk

Our Data Protection Officer is:

The ICT Service
Email: dpo@theictservice.org.uk
Telephone: 0300 300 0000, option 1
Address: Speke House, 17 Compass Point Business Park, St Ives, Cambridgeshire, PE27 5JL

You also have the right to complain to the **Information Commissioner's Office (ICO)**.

The ICO's current helpline is **0303 123 1113**.

17. Contact us

For questions about this privacy notice, please contact:

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Aqua Drive
Hampton Water
Peterborough
PE7 8QL

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Email: office@stjhn.org.uk

This notice should be read alongside the school's Data Protection Policy and Data Retention Policy.