

Quest for Learning Privacy Notice

Document control:

Version	August 2026
Review date	August 2028
Owner	Chief Executive
Approved by	Chief Executive
Document reference	PRI-DP-001

Purpose

Quest for Learning is committed to protecting the privacy and personal information of everyone we work with.

This Privacy Notice explains how we collect, use, store, share and protect personal information. It also explains the rights individuals have under UK data protection law and how those rights can be exercised.

This is Quest for Learning's master Privacy Notice.

It provides information that applies to everyone whose personal information we process. More specific information for particular groups (such as pupils, parents, employees, volunteers or supporters) is provided within the relevant audience-specific Privacy Notices.

Who we are

Quest for Learning is a registered charity in England and Wales (Charity Number **1107219**).

We provide educational programmes and support designed to improve literacy, numeracy and educational outcomes for children, particularly those facing disadvantage.



For the purposes of UK data protection legislation, Quest for Learning is the **Data Controller** for most of the personal information described within this Privacy Notice.

Registered office:

Quest for Learning
Thameside Primary School
Cotman Close
Abingdon
Oxfordshire
OX14 5NL

Email:

info@questforlearning.org.uk

Website:

www.questforlearning.org.uk

Our commitment

People trust us with personal information because they trust us with what matters most - the education and wellbeing of children.

We take that responsibility seriously.

Whenever we collect or use personal information we will seek to ensure that we:

- only collect information we genuinely need;
- are clear about why we need it;
- use it fairly, lawfully and transparently;
- keep it accurate and secure;
- only share it where necessary and appropriate;
- retain it only for as long as required; and
- remain accountable for how it is used.

These principles underpin our Information Governance and Data Protection Policy and guide every aspect of how Quest for Learning manages information.

What personal information we collect

The information we collect depends upon the relationship you have with Quest for Learning.

For example, we may process personal information relating to:

- children participating in our programmes;
- parents and carers;
- school staff;
- employees;
- tutors;
- volunteers;
- trustees;
- applicants for employment or volunteering;
- supporters and donors;
- contractors and suppliers;
- visitors to our website.

The audience-specific Privacy Notices explain the types of information we collect for each group.

Depending on the circumstances, this may include:

- contact details;
- identification information;
- educational information;
- assessment information;
- attendance information;
- employment information;
- financial information;
- communication records;
- photographs or recordings (where appropriate);
- safeguarding information;
- special category information where required by law or necessary for our work.

We only collect information that is relevant and proportionate to the purpose for which it is needed.

How we use personal information

We use personal information to support the work of the Charity.

This may include:

- delivering educational programmes;
- assessing and monitoring progress;
- safeguarding children and vulnerable people;
- communicating with families, schools and partners;
- recruiting and managing staff, tutors and volunteers;
- administering employment and volunteering arrangements;
- managing fundraising and supporter relationships;
- administering contracts;
- complying with legal and regulatory obligations;
- improving our services;
- managing our finances and governance;
- protecting the security of our systems and information.

The audience-specific Privacy Notices explain these purposes in more detail where appropriate.

Our lawful basis for processing

UK data protection legislation requires organisations to identify a lawful basis before processing personal information.

Depending upon the circumstances, Quest for Learning may process personal information because:

- it is necessary to fulfil a contract;
- it is necessary to comply with a legal obligation;
- it is necessary for our legitimate interests, provided those interests are not overridden by the rights and freedoms of the individual;
- we have obtained consent;
- it is necessary to protect someone's vital interests.

Where we process special category information, we will also identify an appropriate condition under Article 9 UK GDPR.

The lawful basis used depends upon the particular activity being undertaken and is explained within the relevant audience-specific Privacy Notice where appropriate.

Sharing personal information

We treat personal information confidentially and do not sell personal information to other organisations.

We will only share information where there is a lawful basis for doing so.

Depending upon the circumstances, information may be shared with:

- schools;
- parents or carers;
- local authorities;
- commissioners or funders where appropriate;
- professional advisers;
- regulators;
- safeguarding partners;
- law enforcement agencies;
- organisations providing services on our behalf;
- information technology providers;
- auditors;
- insurers.

Whenever we use third-party organisations to process information on our behalf, we ensure that appropriate contractual arrangements are in place to protect personal information.

International transfers

Some of the technology and cloud-based services used by Quest for Learning may involve processing personal information outside the United Kingdom.

Where this occurs, we will ensure that appropriate safeguards are in place in accordance with UK data protection legislation.

These safeguards may include:

- adequacy regulations;
- the UK International Data Transfer Agreement;
- approved Standard Contractual Clauses;
- or another lawful transfer mechanism recognised by UK law.

How long we keep information

We only retain personal information for as long as it is required for the purpose for which it was collected or where we are required to retain it by law.

Retention periods are determined in accordance with Quest for Learning's Records Management, Retention and Disposal Policy and associated Records Retention Schedule.

When information is no longer required, it is securely destroyed or permanently anonymised where appropriate.

Keeping information secure

Quest for Learning takes appropriate technical and organisational measures to protect personal information against accidental or unlawful loss, destruction, alteration, unauthorised disclosure or access.

These measures include, where appropriate:

- secure Microsoft 365 cloud services;
- multi-factor authentication;
- role-based access controls;
- encryption where appropriate;
- staff training;
- information governance procedures;
- secure disposal arrangements;
- regular review of access permissions;
- incident reporting and breach management procedures.

Although no system can ever guarantee complete security, we continually review our arrangements to reduce risks and improve protection.

Your information rights

Under UK data protection legislation, individuals have a number of rights regarding their personal information.

These include the right to:

- be informed about how personal information is used;
- request access to personal information;
- request correction of inaccurate information;
- request erasure in certain circumstances;
- request restriction of processing in certain circumstances;
- object to processing where applicable;
- request transfer of information where applicable;
- withdraw consent where processing relies on consent;
- object to direct marketing;
- complain to the Information Commissioner's Office (ICO).

Not all rights apply in every circumstance, and some are subject to legal exemptions.

How to exercise your rights

If you wish to exercise any of your information rights or have any questions about how your personal information is used, please contact:

Data Protection Lead

Quest for Learning

Email:

info@questforlearning.org.uk

Address:

Quest for Learning
Thameside Primary School
Cotman Close



Abingdon
OX14 5NL

We will respond in accordance with the timescales required by UK data protection legislation.

Complaints

We hope any concerns can be resolved directly with us.

If you are unhappy with how we have handled your personal information, please contact our Data Protection Lead in the first instance.

You also have the right to complain to the Information Commissioner's Office.

Information about making a complaint is available from:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website:

<https://ico.org.uk/make-a-complaint/>

Telephone:

0303 123 1113

Related privacy notices

This Privacy Notice is supported by audience-specific Privacy Notices explaining the information we collect and use for particular groups.

These include:

- Privacy Notice – Children, parents and carers
- Privacy Notice – Employees, volunteers and job applicants
- Privacy Notice – Supporters and donors
- Website Privacy Notice

Where an audience-specific Privacy Notice provides additional information, it should be read alongside this document.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, guidance, organisational practice or the services we provide.

The latest version will always be available on our website and on request.

Review

This Privacy Notice will normally be reviewed every two years or sooner where changes to legislation, organisational practice or information processing require amendment.