

# **ACE-LFL : ASSOCIATION POUR LES ELEVES DU LYCEE FRANCAIS DE LONDRES (UK Charity N° 1163284)**

## **Data Protection and Privacy Policy**

In keeping with the European Union General Data Protection Regulation (GDPR), this policy sets out how we will implement that commitment when keeping records and using ACE members and affiliates' personal data.

ACE is committed to protecting the personal data of service-users wishing to join or network with its services. We are committed to:

- Making sure that any information we ask of you is used fairly and lawfully;
- Ensuring we only ask for personal information data needed to keep you in touch or to address issues directly relevant to the purpose of our organisation, including the welfare of our students and families;
- Making sure that the personal data and information we have on record is accurate and up to date;
- Only keeping such information for as long as is appropriate for publicity and family welfare purposes and that we make sure it is kept safely;
- To make sure a nominated volunteer makes sure our systems comply with British Data Protection laws;
- Enabling you to ask any questions or pursue any matters related to your legal rights in this regard;
- Ensuring that all ACE parents and volunteers are made aware of good practice in Data Protection;
- Ensuring everyone handling personal data knows where to find further guidance;
- Ensuring that any queries about Data Protection which are internal and external to the organisation are dealt with promptly and effectively;
- Regularly reviewing and updating our data protection procedures and guidelines.

**We are committed to protecting and respecting your privacy and will not give anyone else your personal details such as your name, address or personal circumstances to without your explicit permission.**

## **When you get involved with our activities**

By filling out forms about yourself onto our website you are consenting to our registering your details for the purposes described above.

### **What information we ask for:**

We'll only ask for information we need to help. This might include:

- (i) your name and contact details so we can keep in touch;
- (ii) Information to help link you to activities, ACE members or others offering services or seeking to help;
- (iii) Where welfare and/or financial support is proposed, families may also be asked to provide further details of their family circumstances, welfare and finances.

### **We will only access information:**

If we need to:

- (i) To notify you of activities, events or opportunities to get involved;
- (ii) To ask for help with ACE initiatives;
- (iii) To meet legal requirements;
- (iv) To undertake welfare assessments where support is requested;
- (v) to investigate complaints;
- (vi) to get feedback about what you think about our activities and what we could do better.

**All information is stored in line with Data Protection laws and team members are trained to make sure your information is handled sensitively and securely.**

### **When you get involved with our activities:**

We'll always ask for your permission and are happy to explain why we need to keep records of your details when you ask to join in our activities. We will either ask your permission:

- (i) In person, by telephone, email or in writing for us to record your information;
- (ii) If you've been referred to us from another organisation, they'll ask your permission before sending us your information;
- (iii) By filling out forms about yourself onto our website you are consenting to our registering your details for the purposes described above.

## **What information we ask for:**

We'll only ask for information we need to help. This might include:

- (iv) Contact details including parents' names, emails, telephone numbers and home address so we can keep in touch or advise on any queries;
- (v) Welfare details where financial and/or practical assistance is sought;
- (vi) In order to better understand the profiles and needs of families joining our organisation we might, in future, also ask information to create statistics on the *gender, ethnicity or sexual orientation* of people getting involved in our activities so we have a better idea about what sorts of services people join in and what their interest might be. Such information would, however, be anonymous and we will *not* attach your name to these details.

*If you don't want to give us certain information, you don't have to.*

## **We will only access information if we need to:**

- (vii) Identify who might be interested in participating in one of our initiatives;
- (viii) Help resolve an issue;
- (ix) Support families in need;
- (x) Meet legal requirements;
- (xi) Investigate complaints;
- (xii) Get feedback about what you think about our activities;
- (xiii) Report to funders on the numbers and types of people coming to us;
- (xiv) Refer any questions you might have, with your permission, to agencies who can advise or help.

**All information is stored in line with Data Protection laws and team members are trained to make sure your information is handled sensitively and securely**

## **If we're Concerned about Someone's Safety**

If someone is at serious risk of harm, there might be another specialist service which can help you better than we can. If we think someone is at risk of harm we *cannot* promise not to speak with someone appropriate about it – an advisor with experience of dealing with a particular issue, the police or social services.

**We will normally keep your information for up to ten year and check back if you still want to be in touch at that point**

## Website Cookies

When you enrol to join our organisation on our website, you hereby also implicitly give your consent for us to hold basic contact information about you on our files.

Please note that we might also use *Cookies* technology to track how many people visit our website and which pages visitors view. Cookies are small pieces of text stored as a file on the computer's hard drive. They are not computer programmes and only contain and transfer to the web server as much information as the users themselves have disclosed to a certain website.

If you wish to restrict or block the cookies you can do this by refusing *Cookies* when a window pops up in your browser settings to ask if you agree to use them.

**This does not identify you personally, it simply enables us to compile statistics about our visitors and their use of our website.**

If you email us with a query, it will also register your name, email address and the nature of your query.

We will *never* share your personal information without your consent.

## Contact us about your Data

You can contact us at any time and ask us:

- (i) what information we've stored about you;
- (ii) what we use it for;
- (iii) to change or update your details;
- (iv) to delete your details from our records.

Upon receipt of your request and enough information to permit us to identify any *Personal Data* which might be stored on our system, we will disclose to you what information we hold about you.

We always work to improve our services and the data we collect to make these improvements might change along with the types of technology we use and changes in the law. If and when our data practices change, we will give notice of any changes on our website which we encourage you to check.

Any questions regarding this policy and our privacy practices or if you want to make a complaint about how we handle your data can be emailed to [ace\\_lyceefrancaislondres@yahoo.co.uk](mailto:ace_lyceefrancaislondres@yahoo.co.uk) or by post to the ACE, c/o Lycée Français, 35 Cromwell Rd, Kensington, London SW7 2DG