Privacy Policy

Swiss Gardens Primary School PTA
Last updated: May 2026

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1. Introduction

Swiss Gardens Primary School Parent Teacher Association ("PTA", "we", "our", or "us") is committed to protecting and respecting your personal data.

This privacy policy explains how we collect, use, and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are a volunteer-run organisation, independent from the school, and process personal data to support our fundraising and community activities.

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2. Who We Are

Data Controller: Swiss Gardens Primary School PTA
Contact email: swissgardenspta@gmail.com
Postal address: Swiss Gardens Primary School, Swiss Gardens, Shoreham-by-Sea, BN43 5WF, United Kingdom

For any questions about this policy or your data, please contact us using the details above.

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3. The Personal Data We Collect

We may collect and process the following categories of personal data:

- Names of parents, carers, supporters, and children
- Contact details (such as email address, phone number, postal address)
- Child's name and class (where relevant to PTA activities)
- Payment and transaction information
- Records of participation in events, volunteering, or communications
- Photographs or video recordings taken at PTA events
- Information provided by supporters, donors, or partner organisations

We collect children's data only where necessary and typically via parents or carers. We do not knowingly collect personal data directly from children.

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4. How We Collect Your Data

We collect personal data when you:

- Participate in PTA events or activities

- Volunteer or attend meetings
- Purchase tickets, enter raffles, auctions, or the school lottery
- Make donations
- Complete forms (online or paper)
- Contact us directly

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5. How We Use Your Data

We use personal data to:

- Communicate about PTA events, activities, and updates
- Organise and manage events and volunteers
- Process payments, donations, and lottery entries
- Maintain administrative and financial records
- Respond to enquiries and requests
- Promote PTA activities (including photographs where appropriate)
- Prevent fraud and misuse of funds
- Comply with legal and regulatory obligations

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6. Lawful Bases for Processing

We process personal data under the following lawful bases:

- **Legitimate interests** – to run and manage PTA activities, communicate with supporters, and organise events. We ensure these interests are balanced against your rights and freedoms.
- **Contract** – where processing is necessary to fulfil a transaction (such as purchasing tickets or entering a lottery).
- **Legal obligation** – to comply with legal requirements, including financial record-keeping.
- **Consent** – for specific uses such as photographs, videos, and certain communications. You may withdraw your consent at any time.

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7. Photographs and Videos

We may take photographs or videos at PTA events to promote activities and support the school community.

- We will make it clear when photography is taking place
- We will obtain consent where required, particularly for identifiable images of children

- You can withdraw consent at any time by contacting us

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8. Sharing Your Data

We do not sell or rent your personal data.

We may share your data with:

- Swiss Gardens Primary School, where necessary to coordinate activities
- Trusted service providers, such as:
    - Payment processors
    - Lottery or fundraising platforms
    - Email and communication systems
- PTA committee members, where access is necessary for organising activities
- Legal or regulatory authorities, where required by law

All third parties are required to process your data securely and in accordance with data protection law.

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9. Data Retention

We retain personal data only for as long as necessary:

- General contact data: while you remain engaged with the PTA
- Financial and transaction records: up to 7 years (to meet legal and HMRC requirements)
- Photographs: until consent is withdrawn or they are no longer needed

If you request not to be contacted, we will retain minimal information to respect your preferences.

Data is securely deleted or disposed of when no longer required.

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10. Data Security

We take appropriate technical and organisational measures to protect personal data, including:

- Restricting access to authorised PTA members
- Using secure systems for storing digital data
- Safely storing and disposing of paper records

While we take reasonable precautions, no method of transmission or storage is completely secure.

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11. Data Breaches

In the event of a personal data breach, we will comply with our legal obligations, including notifying the Information Commissioner's Office (ICO) and affected individuals where required.

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12. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your data
- Object to processing
- Request restriction of processing
- Withdraw consent at any time (where applicable)

To exercise your rights, contact us at:
swissgardenspta@gmail.com

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13. Complaints

How to make a complaint:

Please submit your complaint in writing via email to swissgardenspta@gmail.com. To help us investigate your concern as efficiently as possible, please include:

- Your full name and preferred contact details
- A clear description of your concern and which data protection right(s) you believe have been affected
- The approximate date(s) when the issue occurred
- Any relevant reference numbers, correspondence or documents

Our Complaints process:

Once we receive your complaint, we will follow the five steps below. We are committed to handling all complaints promptly, fairly and confidentially.

1. Acknowledgement — within 30 days: We will acknowledge your complaint in writing within 30 days of receiving it, confirming that we have recorded it and will be investigating.

2. Requesting Further Information: If we need any additional details to fully investigate your complaint, we will contact you as soon as possible and explain what we need and why.

3. Investigation & Review: We will carry out a thorough and impartial review of your complaint. We will agree on a realistic timescale with you once we have all necessary information, and we will keep you updated if there are any delays.

4. Decision & Outcome: We will communicate the outcome of our investigation to you clearly and in writing within one calendar month of receiving all the information needed (this may be extended by up to two further months for complex complaints — we will notify you if this is the case).

5. Closure or Escalation: If you are satisfied with the outcome, we will close your complaint. If you remain dissatisfied, you have the right to refer your complaint to the ICO free of charge (see Section 6 below).

Escalating your complaint to the ICO

If you remain dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) — the UK's independent supervisory authority for data protection. This service is free of charge.

ICO website: https://ico.org.uk/make-a-complaint/

ICO helpline: 0303 123 1113 (Monday–Friday, 9am–5pm)

ICO postal address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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14. Changes to This Policy

We may update this privacy policy from time to time. Any significant changes will be communicated through PTA channels.