QUEST TRUST
Supporting Young People from Early Years to Employment

Privacy Notice for Visitors and Contractors
September 2026

QUEST Trust is committed to protecting your personal information. This notice explains how we collect, use, share and retain information about visitors and contractors before, during and after a visit to a QUEST site, under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

This notice should be read alongside any specific CCTV, site access, contractor or IT monitoring information provided at a QUEST site.

It applies to current and former visitors and contractors at QUEST Trust sites. Some information described below applies only to contractors or people undertaking regulated activity, rather than every visitor.

Who collects this Information
QUEST Trust (A Church of England Schools Trust) is the data controller. Our Data Protection Officer is Debra Finch; contact details are given below.

We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice does not form part of a contract to provide services and we may update this notice at any time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Data Protection Principles
We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

Categories of Visitor Information we Collect, Process, Hold and Share
We collect only information needed for the particular visit, contract, site safety, safeguarding or security purpose. Depending on your role, this may include:

- Your name, organisation, role, contact details and, where necessary for identity, safeguarding or contractual checks, address or date of birth. We do not routinely need marital status for ordinary visitors.
- For contractors and other individuals whose duties require checks, information about identity, right to work where QUEST is responsible for checking it, relevant safeguarding checks and the fact, date and outcome of a Disclosure and Barring Service (DBS) check where lawful and necessary. Ordinary visitors are not routinely subject to a DBS check.
- Details of your visit or engagement, including organisation, person visited, purpose of visit, arrival and departure times, badge or access details and vehicle registration where site parking or security arrangements require it.
- Information about access or emergency arrangements you tell us you need. This may include health or disability information where necessary to make reasonable adjustments or protect your safety; access to it is restricted.

- A photograph for identification or a visitor badge where the site uses this feature. Our schools use INVENTRY to sign into our school sites and all photo ID is destroyed as visitors leave site.
- CCTV images where cameras operate at a site for identified safety, security or safeguarding purposes. Signage is in place identifying school sites with operational CCTV.

How we collect this Information
We usually collect information directly from you, your employer or commissioning organisation, or through our sign-in and access systems (including Inventry), CCTV and, where applicable, QUEST IT systems. For relevant checks, we may receive information from the DBS, a vetting provider or other authorised source.

How we use your Information
We use information only where we have identified a lawful basis for the particular purpose. The principal uses and possible bases are:

- to take requested steps before, or perform, a contract with an individual contractor. This basis does not automatically apply to visitors or to a contract solely with a contractor's employer.
- where necessary to meet a specific duty, such as relevant health and safety, safeguarding or statutory disclosure requirements.
- only for a genuinely optional, specific use where consent is freely given and can be withdrawn. Consent is not generally required for visitor sign-in or statutory safeguarding checks.

For each use, QUEST records the applicable lawful basis and, where relevant, any additional condition for sensitive or criminal offence information. We will explain whether information is required or optional when collecting it; the likely consequence of not providing information needed for identity, site safety or safeguarding checks is that access or the work may not be possible.
The situations in which we will process your personal information are listed below: -

- Ensure the safe and orderly running of the school;
- To manage our workforce and those deployed on site;
- To manage contractor access, deployment and the services they provide where relevant;
- To manage internal policy and procedure;
- Complying with legal obligations;
- Carry out necessary administration functions to allow visitors and contractors on site;
- To monitor and manage access to our systems and facilities to protect our networks and for the purposes of safeguarding;
- To monitor and protect the security of our network and information, including preventing unauthorised access to our computer network and communications systems and preventing malicious software distribution;
- To answer questions from insurers in respect of any insurance policies which relate to you;
- Health and safety obligations;
- Prevention and detection of fraud or other criminal offences; and
- To defend the school in respect of any investigation or court proceedings and to comply with any court or tribunal order for disclosure.

<u>The purposes above do not mean every item is collected from every visitor. We use information only where necessary and proportionate for the particular visit or engagement.</u>

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

How we use particularly sensitive Information
Health or disability information supplied for access, adjustments or emergencies is special category data. In addition to an Article 6 lawful basis, QUEST must identify an applicable Article 9 condition for each use, such as employment/social protection law where relevant, or a condition for vital interests in a genuine emergency when the person cannot consent.

- Where special category information is needed to meet an applicable legal duty or establish, exercise or defend legal claims, QUEST records the relevant Article 9 condition and any Data Protection Act 2018 Schedule 1 requirement.

Criminal Convictions
Criminal offence information, including relevant DBS information, is used only where lawful and necessary for the particular role or safeguarding purpose.

Sharing Data
We share only information necessary and lawful for the relevant purpose. Depending on the circumstances, recipients may include the following; this list does not mean that every visitor's information is sent to each organisation:

- The Department for Education, where a specific statutory or safeguarding purpose requires disclosure;
- Ofsted, where relevant to an inspection or statutory function;
- Police, other law enforcement bodies, courts or HMRC where required or lawfully justified;
- The local authority designated officer (LADO), where a relevant allegation concerning an adult working with children must be referred;
- Professional advisers, insurers and auditors where needed for advice, a claim or legal proceedings;
- Service providers processing information for QUEST, including sign-in, access control, IT, security, CCTV or contractor administration providers.
- The local authority, where necessary for safeguarding, site safety or another defined duty; and
- The DBS or vetting provider where a relevant check is lawfully required.

We provide information securely and use anonymised data where that meets the purpose. Access and sharing are restricted to what is needed.

Processors acting for QUEST are subject to appropriate contractual and security requirements. Other recipients may act as independent controllers and apply their own legal duties and privacy notices.

Retention Periods
We retain information only for as long as needed for its specific purpose, taking account of legal duties, safeguarding requirements, claims and documented operational needs. Different periods apply to visitor sign-in logs, identification photos, CCTV, contractor vetting and contracts.
When a period expires, information is securely deleted or anonymised unless a lawful reason to preserve a specific record applies, such as an incident investigation or legal claim.
There is no general six-year period for all visitor information.

International transfers
There are currently no supplier or other recipient requiring accesses or receiving personal information outside the UK.

Security
We have put in place measures to protect the security of your information (i.e. against it being accidentally lost, used or accessed in an unauthorised way). In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know.

Third parties will only process your personal information on our instructions and where they have agreed to treat information confidentially and to keep it secure.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Your Rights of Access, Correction, Erasure and Restriction
It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Your rights depend on the purpose and lawful basis. They include access, correction of inaccurate data and, where applicable, erasure, restriction, portability and objection. You can contact the Data Protection Officer using the details below to exercise them.

- You may request access to your personal information (a Subject Access Request). Requests are generally free, although the law permits a reasonable fee or refusal in limited circumstances, including manifestly unfounded or excessive requests. We may need to verify your identity before disclosing information.
- Correction of the personal information we hold about you. This enables you to have any inaccurate information we hold about you corrected.
- Erasure of your personal information. You can ask us to delete or remove personal data if there is no good reason for us continuing to process it.
- Restriction of processing your personal information. You can ask us to suspend processing personal information about you in certain circumstances, for example, if you want us to establish its accuracy before processing it.
- You may object to processing based on public task or legitimate interests; QUEST will assess the objection under the applicable legal test. The right to object to direct marketing is absolute if that processing occurs.
- Data portability applies only in specified circumstances, including certain automated processing based on consent or contract.

Automated decision making
QUEST does not use profiling or any form of solely automated decision-making that produces legal or similarly significant effects concerning you.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

Where QUEST relies on your consent for a specific optional use, you may withdraw it at any time by contacting Debra Finch at d.finch@quest-trust.org.uk. Withdrawal must be as easy as giving consent and does not affect processing already carried out lawfully.
We will stop the consent-based use after withdrawal. If another lawful basis applies to a genuinely separate purpose, we will explain that purpose and basis; we will not simply switch bases to continue the safe use.

Questions and data protection complaints
You may ask a question or make a data protection complaint to QUEST's Data Protection Officer at d.finch@quest-trust.org.uk or by post to QUEST Training Centre, 682 Atherton Road, Hindley Green, Wigan, WN2 4SQ. QUEST will acknowledge a complaint within 30 days, make appropriate enquiries without undue delay, keep you informed and tell you the outcome.

Our Data Protection Officer is Debra Finch. You may also complain to the Information

Commissioner's Office (ICO) at any time; you do not need to raise the matter with QUEST first.

- ICO complaints information: https://ico.org.uk/make-a-complaint/
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Last Reviewed	**Changes Recorded**	**Date**
September 2026	Notice revised	28.09.26