

Data Protection Policy

Overview

Total Care Education (London)Ltd are committed in protecting and respecting your privacy. We will comply with all statutory requirements of the Data Protection Act 2018. The policy explains why we collect personal data, how we use it, how we keep it safe and the conditions under which we may disclose it to others. The Data Protection Officer is Maria Pink and can be contacted on 07718662748 or via email on mariap.totalcare@gmail.com should you wish any further clarification.

The DPA 2018 sets out the framework for data protection law in the UK. It updates and replaces the Data Protection Act 1998, and came into effect on 25 May 2018. It was amended on 01 January 2021 by regulations under the European Union (Withdrawal) Act 2018, to reflect the UK's status outside the EU. It sits alongside and supplements the UK GDPR

What is the UK GDPR?

The UK GDPR is the [UK General Data Protection Regulation](#). It is a UK law which came into effect on 01 January 2021. It sets out the key principles, rights and obligations for most processing of personal data in the UK, except for law enforcement and intelligence agencies.

It is based on the EU GDPR ([General Data Protection Regulation \(EU\) 2016/679](#)) which applied in the UK before that date, with some changes to make it work more effectively in a UK context.

The Act requires every data controller who is processing personal information to register with the ICO (The Information Commissioner's Office). Total Care Education (London)Ltd is registered with the ICO as a data controller and this will be renewed annually. The ICO publishes data controllers on their website on which Total Care Education (London)Ltd is registered. Registration number ZB190799. Data controller is Maria Pink.

How we obtain your data

Host family information is obtained by the individual at the initial interview and during their application via phone or email enquiry. Further details are obtained during the home visit and face to face interview with a member of Total Care Education (London)Ltd member. The information we hold is not limited to:

- Full name of all household members
- Home address and contact details of primary homestay member
- Medical declaration
- Passport ID

- Proof of abode
- DBS information if current
- Photos of homestay property
- Proof of Gas safety certificate

Student information is given to us by an agency we are sole partners with that have been instructed by parents. The information we hold is not limited to:

- Passport information
- ID page of passport
- Full name and address of parents
- Consent letter with details of parents and student
- Full contact details
- Full medical information
- Full details of school

Who we share your data with

Total Care Education (London)Ltd treat all data we hold as confidential and treated with discretion. Host family data is shared with the school and parents and Social Services if the student is under the age of 16 and will be with the host family for more than 28 days. Data may also be shared in cases of medical emergency, where we deem there to be a Safeguarding risk, with local services such as medical or social care.

Total Care Education (London)Ltd never share information with a 3rd party without permission.

How we store your data

- All scanned documents are stored in a password protected system
- A dedicated filing system for each individual (students/homestay) keeps physical documents safe
- Any other form of information is stored securely in our database

Period information is kept

- We retain information for students under our guardianship for the length of time the student is with us plus 7 years
- If a host family is no longer hosting for Total Care Education (London)Ltd. The information is removed from our system and archived for 7 years
- After 7 years of inactivity, the information for student or host family is automatically removed

Non sensitive material such as email addresses are transmitted normally over the internet which can never be 100% secure. While we strive to protect your personal information we can not guarantee the security of any information transmitted to us by you and you do so at our own risk.

Policy prepared by: Maria Pink Date: 01.10.2021 Review: October 2022

M. Pink