PRIVACY NOTICE: ENQUIRIES
Windlesham House School

Introduction

This notice is provided to help prospective parents, carers or guardians ("parents") and prospective pupils understand how and why Windlesham House School ("the School") collects and processes personal information during the admissions enquiry process.

This applies to information collected via the School's online enquiry form, telephone, email, or in-person communication. If you have any questions about this notice, please contact the Admissions Department.

About the School and Your Data

The School is part of the Charterhouse Schools Group. Its ICO registration number is Z6092852, its registered address is Charterhouse School, Charterhouse, Godalming, Surrey GU7 2DX, and its registered charity number is 312054.

The School complies fully with all applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data Usage and Access Act. It also adheres to relevant guidance from the Information Commissioner's Office (ICO), the Independent Schools Inspectorate (ISI), and the Department for Education (DfE).

The Bursar is the School Privacy Manager and is responsible for ensuring that personal data is processed lawfully and securely. The Bursar can be contacted Emailing:bursar@windlesham.com , Telephoning: 01903 874705, Writing: to The Bursar, Windlesham House School, Pulborough, RH20 4AY

What Is "Personal Information"?

Personal information is any data that identifies you or your child as an individual. This includes:
- Name, date of birth, contact details
- Current school, enquiry details
- Information shared through registration or application forms
- Communications with the School
- Any assessments or results shared during the enquiry stage

Legal Basis for Processing Your Data

We process your information based on:
- Legitimate interests: to respond to enquiries and manage the admissions process
- Pre-contractual necessity: to take steps prior to potentially entering into a contract
- Consent: for keeping in touch beyond the current admissions cycle

How and Why We Use Your Information

The School collects and uses personal information in order to:
- Respond to enquiries and arrange visits
- Manage the admissions process
- Maintain records of interest in the School
- Communicate about open days, events or other updates

We may also process data for analysis of enquiry trends to help improve our services.

Use of Third Parties and Data Transfers

We may use third-party services (such as CRM systems or admissions platforms) to manage enquiries, under strict contractual safeguards. If any data is processed outside the UK, appropriate international safeguards are applied.

How Long We Keep Your Information

We retain enquiry information for up to one year after the proposed point of entry has passed. For unsuccessful applications, data is destroyed unless explicit consent has been given to retain it longer.

Your Rights

You have rights under UK Data Protection Law, including:
- Accessing your personal information
- Requesting corrections to inaccurate data
- Requesting deletion of data where appropriate
- Objecting to or limiting certain types of processing
- Withdrawing consent (where processing is based on consent)
- Data portability (where applicable)

We do not use automated decision-making or profiling during the enquiry process.

Subject Access Requests (SARs)

You can request access to personal data held about you. Contact the DFO to initiate a SAR.

Keeping Your Information Up to Date

Please inform the School of any changes to your contact details to help us keep records accurate and up to date.

Security of Your Information

The School uses appropriate security measures to protect personal data. Access is restricted to authorised staff and systems are securely maintained.

Complaints

If you have concerns about how your data is handled, you should raise them with the School's Privacy Manager in the first instance. If not resolved, you may contact the Information Commissioner's Office (ICO): www.ico.org.uk