

# Chelsea Community Hospital School Privacy Policy

This privacy policy sets out how Chelsea Community Hospital School uses and protects any information that you give Chelsea Community Hospital School when you use this website.

Chelsea Community Hospital School is committed to ensuring that your privacy is protected. If we ask you to provide certain information by which you can be identified when using this website you can be assured that it will only be used in accordance with this privacy policy.

Chelsea Community Hospital School may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 06/10/2015.

## What we collect

We may collect the following information:

Name and job title

Contact information including email address

Demographic information such as address, postcode

Other information from parents / students relating to their experience of our school

## What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping

We may use the information to improve our services.

From time to time, we may also use your information to contact you. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. The file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer

needs. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies however this may prevent you from taking full advantage of the website. Third Party Cookies are not set directly by the school, but by third-party providers e.g. Google for analytical purposes. One such cookie tracks number of visits by a unique user and the other tracks where the user came from (e.g. search engine or other link) and where in the world the user is located when accessing the site. In addition to Google's analytical cookies, Third Party Cookies may be set by providers whose services or functionality is embedded in the school website. Such providers include, but may not be limited to Twitter, YouTube, Facebook and WordPress.

### **Links to other websites.**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to:

Chelsea Community Hospital School  
Chelsea and Westminster Hospital  
369 Fulham Road  
London  
SW10 9NH

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

### **Freedom of Information**

The school will comply with the terms of the Freedom of Information Act 2000, and any subsequent legislation, to ensure all information held by the school is treated in a manner that is fair and lawful. Request for any documents within the scheme which are not available on the school website, should be directed to the school by telephone, email, fax or letter. Contact details are as above. To help process requests quickly, any correspondence should be clearly marked: "PUBLICATION SCHEME REQUEST."

## **Twitter Policy**

Chelsea Community Hospital School on Twitter @hospital\_school We usually tweet no more than a few times each week.

Our tweets fall into the following categories:

Latest news items about our school published on our school website [www.cchs.org.uk](http://www.cchs.org.uk)

Examples of work produced by children and young adults during their time at the school and featured on our school website: [www.cchs.org.uk](http://www.cchs.org.uk)

Photographs and video illustrating the work of the Chelsea Community Hospital School.

Fundraising and promotional information linked to our school charity FCCHS (Friends of Chelsea Children's Hospital School)

Note that all shared pictures and videos are subject to our protection policy for children and young adults:

## **Retweets (RTs) and Follows**

Tweets we repeat (RT) do not imply endorsement by Chelsea Community Hospital School. We may retweet any news, links and observations which we believe are relevant to the work that we do. Being followed by the Chelsea Community Hospital School Twitter account does not imply endorsement.

## **Availability**

We commit to updating and monitoring our Twitter account during our school office hours. We may also tweet, monitor and respond at other times of the day. Note though, that we are not always able to reply individually to all of the direct messages and @replies, although we endeavour to read all messages and @replies and to forward them to the right people in the organisation for a response.

## **Our Twitter contributors**

@hospital\_school tweets come from the following people in the organisation:

Martin Dixon                      Web editor

A selection of our Tweets are re-posted to our school Facebook page.

November 2016