

## Terms and conditions

Ealing Council makes every effort to provide up-to-date and accurate information on this website. However, the council and other parties involved in creating and delivering this website's contents give no warranty as to the accuracy of the information and does not accept any liability for any loss, damage, or inconvenience arising in any way whatsoever from the use of information on this website.

### Service availability

While the council aims to make this site available at all times, the council will not be liable if, for any reason, the site is unavailable for any period of time.

Access to this site may be suspended at any time without prior notice being given.

### Links to other sites

The council does not endorse any external linked sites contained on this website and is not responsible for their content. We cannot guarantee that these links will work all of the time and have no control over the availability of the linked pages.

### Contact us

If you are aware of any mistakes or that information needs updating, please email [egflwebteam@ealing.gov.uk](mailto:egflwebteam@ealing.gov.uk)

## Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

This website uses [Google Analytics](#) cookies, a web analytics service provided by Google, Inc. ('Google').

These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from and the pages they visited. [Read Google's overview of privacy and safeguarding data](#)

The EGfL collects and stores the following information that is automatically recognised. The:

- date and time
- originating IP
- type of browser
- operating system used
- URL of the referring page
- object requested
- completion status of the request

### How do I change my cookie settings?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

## Privacy

Ealing Council (the "council") owns, manages and runs this website.

### Information about the Ealing Grid for Learning (the "EGfL")

The council does not capture or store any personal information about individuals who access the EGfL except where you voluntarily choose to give the EGfL your personal details either via email, by using an online form on the website, registering with us for an EGfL user account or receiving the newsletter, or by enquiring about any of the council's services.

### Non-personal information

If you are browsing our website you do not need to disclose your personal details.

Non-personal information is recorded automatically in two ways:

- **By the web server that powers this website.** This data includes the pages visited by an individual, the user's IP address, the time of the visit, and the order of pages viewed. This information is for the sole purpose of making the website as responsive to visitors' needs as possible
- **By Google Analytics.** Google Analytics uses 'cookies' to help analyse how people are using the web site. You can read more about how we use cookies on our [cookies](#) page.

### Personal information we collect

If you subscribe to any of our e-newsletters' (ie Gatekeeping News, Directors' report / governance news) distribution lists we will collect your name and email address. We use a third-party provider, MailChimp, to deliver our term time weekly e-newsletters. We gather statistics around email opening and clicks using

industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#). You can at any time unsubscribe to this distribution list by clicking the unsubscribe button at the bottom of the email or by sending us an email [egflwebteam@ealing.gov.uk](mailto:egflwebteam@ealing.gov.uk).

If you subscribe to receive school safe scheme email alerts, we will collect your name, email address and organisation. We use your information to email you safeguarding alerts. Click on the following link to find out more about [Ealing school safe scheme](#). You can at any time unsubscribe from this list by sending us an email [egflwebteam@ealing.gov.uk](mailto:egflwebteam@ealing.gov.uk).

If you register for a user account we collect your name, organisation/school, email address and job role so that we can tailor the access rights, which will grant you access to areas relevant to you. We add your details on to the EGfL website (Drupal CMS) people database. You can at any time remove your user account by sending us an email [egflwebteam@ealing.gov.uk](mailto:egflwebteam@ealing.gov.uk). For Ealing LA school effectiveness staff and associates user accounts we also collect image portraits and a biography for staff directories and printable contact lists.

## **What we do with personal information**

We use this information only for the intended purpose that you have provided it for.

However, the information you provide may be used within other departments of the council to provide a complete service to you.

Your information will be held only for as long as necessary and it will not be passed to any other parties.

In some cases the council may use your information for another purpose if it is under a legal duty to do so.

The council's primary purpose for processing your personal data is in order to provide services to which you are entitled and in order to get in touch with you.

As part of this function the council will use your information:

- for the particular purpose(s) specified at the point data is provided by you or by another person on your behalf
- to communicate and consult with you in order to provide services appropriate to your needs;
- to monitor and improve performance in relation to those services
- to assist with the planning of future service provision
- for the maintenance and improvement of the services which we deliver, this includes the development and upgrading of the systems which we use to process your information

Where Ealing Council discloses personal information this is carried out in accordance with its registration under the GDPR legislation and the Data Protection Bill 2018 and Ealing Council's [Trust Charter and Fair Processing statement](#).

Ealing Council has implemented technical measures to safeguard your information from:

- unauthorised access
- improper use or disclosure
- unauthorised modification
- unlawful destruction or accidental loss

## **Confidentiality/security**

We use a secure, encrypted transmission method to protect the information you send to us via the website.

All our employees and data processors with access to, and associated with the processing of, personal data are obliged to respect the confidentiality of our visitors' personal data.

We ensure that your personal data will not be disclosed to government institutions and authorities except if required by law or other regulation, or as stated on individual online forms.

## **Sending us an email**

Please note that the transmission of information by email to us is not a secure process and should not be used to send confidential or sensitive information.

The use of our email system may be monitored and communications read in order to secure effective operation of the system and for other lawful purposes.

## **External links**

Our site contains links to other websites. Please note that this privacy statement only applies to the EGfL. When you are transferring to another site you should read their privacy statement for their policy on the use of personal information.

## **Legal definitions**

In terms of the GDPR legislation and the Data Protection Bill 2018, Ealing is the data controller of personal data (information relating to identifiable living individuals) collected or obtained by or through this website.

Any personal data collected through this website will be treated as confidential under the principles of the Data Protection Act 1998.

The council is registered with the [Information Commissioner Officer](#) under the Data Protection Act 1998 and as a data controller registration number **Z5696801**.

## **Notification of changes**

As the EGfL creates new online services this may generate a need to amend this privacy statement. If substantial changes are made, the council will highlight such changes on the homepage of the website.

## **Future developments**

If our information changes at any time in the future the EGfL will post the policy changes on this page.

## Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, or be given access to these contact the [data protection officer](#).

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- Claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## Contact (DPO)

If you have any queries about the privacy policy please contact:

Corporate information governance manager , IMG, Perceval House, 14/16 Uxbridge Road, Ealing, W5 2HL.

Tel: (020) 8825 5124/5512

Email: [dataprotection@ealing.gov.uk](mailto:dataprotection@ealing.gov.uk)

If you are not satisfied with our response you may wish to contact the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, CK9 5AF

Website: <https://ico.org.uk/>

## Was this page useful?

- [Yes](#)
- [Neutral](#)
- [No](#)

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