

NGA Privacy Policy: Leading Governance

This policy describes the types of personal information that we may collect about you, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy. Controllers of

Personal Information

Any personal information provided to or gathered by National Governance Association is controlled by National Governance Association, whose registered office is 36 Great Charles Street, Birmingham, B3 3JY (the data controller). As NGA are delivering a Department for Education (DfE) contract, the DfE and NGA are joint Data Controllers.

The Department for Education – NGA shares your information with the Department for Education in order to check if you are eligible for funding to attend the programmes. The Department for Education's Privacy Policy can be found

here: <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>

What is the purpose of processing this data and the legal basis? NGA processes this data in order to deliver the DfE contract to provide Governance Development Programmes. For more information on the contract please see:

NGA's legal basis for processing data will fall under:

- Processing is required for the performance of a contract with the Data Subject or to move towards entering into a contract.

What Personal Information does National Governance Association gather to deliver this contract?

The information we gather from you is required to deliver the DfE contract and Leading Governance services. This personal information may include: your name, email address, phone number, address, name of school or academy which you govern at, your governor role (chair/vice-chair), age, gender, ethnicity, disability, preferred communication methods, your role on the governing body, governor ID number, bank details and credit card details (if you are required to pay for training).

We also collect the following information:

- Sensitive information
The term "sensitive information" in this context refers to information related to your racial or ethnic origin. Whilst we do not generally collect sensitive information unless it is volunteered by you, we do collect this information in order to gather data on governors overall and to examine and analyse trends.
- Contacting us via Website or otherwise
When you use the www.nga.org.uk website or contact us by post, telephone or email



we collect, store and use certain personal information that you disclose to us. If you contact us, we may keep a record of that correspondence.

- Surveys
We also ask you to complete surveys that we use for research purposes, and to report back to the Department for Education.

What do we do with personal information collected from you?

We use personal information to deliver the Governance Development Programmes which are:

- 1) Development for Chairs
- 2) Development for Clerks
- 3) Development for Boards

We use the personal information to deliver the programmes through: staff administration, to facilitate bookings, to send you joining information and information on the programme, so your facilitator and mentor can communicate with you throughout the programme and so we can send you completion certificates. We may also use the information to: inform you of events, share information of upcoming programmes, to process payments, to prevent crime and aid in the prosecution of offenders, and to administer and maintain programme records. In addition, we use this information to improve our programmes, website and systems, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf.

We also use your details to send you programme information or amendments or post any publications such as *The Chairs Handbook*, and to conduct online surveys. We will also use the information in the course of collecting any programme fee or any other payments that may be due to us from you.

We will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law.

Cookies

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser to enable our systems to recognise your browser. NGA uses authentication cookies, we do not use tracking cookies and will not gather any information relating to third party sites or search engines.

The "Help" menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the website of its manufacturer.

If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.



NGA uses cookies to:

- To estimate our audience size and usage pattern.
- To speed up your searches.

Use of Data Processors

Information about our Leading Governance delegates is important to NGA and we do not sell it to others. Data processors are third parties who provide elements of our service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Data Processors:

- a) **Spire Business Management Solutions Ltd (Spire BMS)** – NGA uses Spire BMS as our CRM provider in order to deliver membership services. Through this database, NGA is able to track memberships and renewals. Spire BMS's privacy notice can be found here: <https://www.spirebms.co.uk/privacy/>
- b) **Surftech IT** – Surftech IT provide NGA with IT support services. Surftech IT will have access to the following data to fulfil this contract: First name, last name and email address.

For those undertaking an External Review of Governance or using the Evalu8 360 online tool from NGA:

- a) **Evalu8**- Evalu8 provides the 360 diagnostic tool for NGA. Evalu8 will have access to the following data to fulfil this contract: First name, name last, email address and school. Evalu8's privacy policy can be found here:

<http://www.nga.org.uk/thenga/media/NGA-Image-Library/Training/Evalu8-Privacy-Policy.pdf>

- b) **Virtual College** – Virtual College provide the Leading Governance platform which will be used by all delegates to access information regarding the programme. They may access information to support you in using the platform. Virtual College will have access to the following data to fulfil this contract: First name, last name and email address. The Virtual College Privacy Policy can be found here: <https://www.virtual-college.co.uk/privacy-policy>
- c) As part of delivery of the Governance Development programme the Department for Education will be appointing a Quality Assurance provider. When this provider has been appointed we will add the organisations details to this privacy policy and a link to their privacy policy.

How Secure is Information about me?

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable information. Our security procedures mean that we may request proof of identity before we disclose personal information to you.



The Data Protection Act 1998 gives you the right to access personal information held about you. Your right of access can be exercised in accordance with the Act. If you would like to access your personal information, you can contact NGA by the following means:

- 1) Write to NGA and address the letter to “The Head of Operations” at National Governance Association, 36 Great Charles Street, Birmingham, B3 3JY.
- 2) Contact us at: <https://www.nga.org.uk/Contact-us.aspx>

On May 25th 2018, the European Union General Data Protection Regulation will come into force across all EU member state. This gives you the right to access personal information held about you from this date forward.

Accreditation

NGA holds the Cyber Essentials Certificate of Assurance. This Certificate certifies that NGA was assessed as meeting the Cyber Essentials implementation profile published in February 2017 and thus that, at the time of testing; the organisations ICT defences were assessed as satisfactory against commodity based cyber attack.

Contact

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to the Office Manager, National Governance Association, 36 Great Charles Street, Birmingham, B3 3JY.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this Privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 11 December 2020.