

Privacy notice

Your privacy is important to us and we are committed to protecting it. The primary purpose of the Capita EN(ni) catalogue website, “catalogue.c2kschools.net”, is for staff users from schools in Northern Ireland to request a quote for products or services listed. We take care to protect the privacy of customers and users of this website and, if we do ask you to provide certain information, then you can be assured that it will only be used in accordance with this privacy notice. This notice applies to all visitors to this website.

Capita is committed to protecting your privacy and complying with the General Data Protection Regulation (“GDPR”) and the UK Data Protection Act 2018 (“DPA 2018”). This Privacy Notice sets out your rights, and the basis by which we collect, use and disclose the personal data on you. Capita will always aim to be transparent about how we process personal data.

Capita plc of: 30 Berners Street, London W1T 3LR, is the Data Controller for your personal information. Capita’s Data Protection Officer is Jenny Coombs who can be contacted at privacy@capita.co.uk.

Your rights

You are entitled to know whether we hold personal data about you and, if we do, to have access to that personal data and request that it be corrected if it is inaccurate. Whilst using this website we don’t use marketing or analytics cookies to track your history of the website so opt out mechanisms are not necessary.

If you have submitted personal information through this website and wish us to cease using it for the purposes submitted, please contact CMITS-educationsalesni@capita.co.uk

This notice sets out how we collect and process information about visitors to “catalogue.c2kschools.net”.

How do we collect information from you?

We collect information on this website in two ways:

1. information which is collected and stored during normal use of the site, such as your IP address.
2. when you submit personal information, in order for us to send you further information, emails or when you request a quotation for items selected when using the site.

What information do we collect?

The information we might collect and process about you includes:

- Your basic identification and contact details. This may include your name, username, School DENI number, email address, order information and other information that you provide us.
- Information about your computer, such as your IP address, operating system and browser type.
- Information about your customer relationship with us. This may include information about your previous purchases of our products and services, your billing information, information about events you have attended, and feedback you have given us.

When this information relates to or identifies you, it is treated as 'personal data'.

How is the information used and why is it being collected?

We may use your personal information in the following ways:

- To fulfil your requests for more information or quotation for products or services listed on this website.
- To contact you for sales purposes where you have agreed to this.

What is the legal basis which allows us to use your information in a certain way?

Legitimate purpose

We collect and use your personal information for the legitimate business purposes of communicating with you to deal with your enquiries, fulfilling your requests for services and information, sending you communications which you have requested, notifying you of changes to our services, processing payment from you where applicable.

Who will the information be shared with?

In connection with any application, request or enquiry you make, your information will be passed directly to the relevant business unit within Capita and nowhere else.

By submitting your personal information through this website, you are consenting to it being processed in the manner described above.

We will not share your personal information with any third party, outside of Capita, unless we have specifically informed you and you have given us specific permission to do this.

We may disclose your personal data to our data controller Education Authority NI when working with administration of invoices. In such cases we will make sure that your personal data is processed only in accordance with this personal data policy.

Where might you transfer my information outside the UK?

The hosting of the catalogue.c2kschools.net website is based in Sweden which is within the European Economic Area.

If we need to transfer your personal data to countries outside UK and EU, we will ensure that such transfers are compliant with the GDPR and DPA 2018. Appropriate measures will be put in place to keep your personal data secure.

How long do you keep hold of my information?

Capita has a Data Retention Policy which mandates how long records, including personal data, must be retained.

We store your personal data as long as necessary for us to fulfil the purpose of the processing of quotations. If your customer relationship with us ends, we will store your name, school DENI number and e-mail address for historical purposes for a maximum period of one year after the end of the customer relationship.

If your personal data is no longer necessary in order for us to fulfil the purpose of the processing, or if the processing for any other reason is no longer allowed, the data will be deleted.

Security

We are committed to ensuring that your information is secure in line with government data security requirements for education. 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.

Mandatory Cookies

Mandatory cookies are necessary for the website to function and cannot be switched off in our systems. This enables the website to provide enhanced functionality and personalization. They are usually only set in response to actions made by you which

amount to a request for services, logging in or filling in forms. Blocking these cookies may affect the performance of the site. These cookies do not directly store personal information but are based on uniquely identifying your internet browser and device.

Marketing and Analytics

Website analytics is not used on this website for marketing or reporting purposes. As this is the case there is no requirement for a user to opt in or opt out of marketing or analytic cookies.

Links to other websites

Our website also contains 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 while visiting such sites and such sites are not governed by this privacy notice. You should always look at the privacy notice applicable to the website in question.

The Right to Complain

If you have any concerns or complaints regarding the processing of your personal data, or our compliance with the GDPR and DPA 2018, you should contact Capita's Data Protection Officer at privacy@capita.co.uk.

You also have the right to lodge a complaint with the Supervisory Authority

Their contact details in the UK are: -

1. Website www.ico.org.uk
2. Telephone 0303 123 1113
3. Postal address Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Changes to our Privacy Notice

Capita may change this notice by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This privacy notice is effective from September 2020.