PRIVACY NOTICE

How MIAG collects, uses and protects personal information

MIAG Limited (Meeting Individual Aspirations & Goals) respects your privacy and is committed to protecting the personal information we hold about learners, families, staff and other people who work with or contact us. This notice provides a concise summary of how we use personal information. It should be read alongside the MIAG Data Protection & GDPR Policy.

What information do we collect?

- Names, addresses and contact details
- Learner and family information, including education, attendance, progress and assessment information
- SEND, EHCP, medical, safeguarding, behaviour and wellbeing information
- Photographs, video and other relevant recordings
- Staff recruitment, employment, training and payroll information
- Information provided by commissioners, schools, Local Authorities, health, social care and other agencies

Why do we use your information?

We use personal information where necessary to provide education, learning and support services; safeguard children, young people and adults; understand and meet individual needs; monitor attendance, progress, achievement and outcomes; communicate with families and professionals; manage employment; meet legal and regulatory duties; maintain safe and effective provision; and improve our services.

We use the lawful basis that applies to the particular processing. Depending on the circumstances, this may include legal obligation, public task, contract, legitimate interests, vital interests or consent. Special category information, such as health, SEND and safeguarding information, is subject to additional legal safeguards.

Who might we share information with?

Where there is a lawful and appropriate reason, information may be shared with Local Authorities and commissioners; schools, colleges and other education providers; health, social care and safeguarding partners; examination and awarding organisations; regulators and statutory bodies, including Ofsted; and organisations providing services to MIAG on our behalf. Information may also be shared where necessary and lawful to protect someone or meet a legal duty.

We do not sell personal information or use it for third-party marketing.

How do we keep information safe and how long do we keep it?

We use appropriate technical, organisational and physical safeguards. Access is restricted according to role and legitimate need. Personal information is retained only for as long as necessary and in accordance with our legal, regulatory and organisational retention requirements. Detailed retention arrangements are set out in the MIAG Data Protection & GDPR Policy.

Your rights:

Depending on the circumstances, you may have rights to be informed about processing; access your personal information; ask for inaccurate information to be corrected; request restriction or, where applicable, erasure; object to certain processing; request data portability where applicable; and withdraw consent where consent is the lawful basis. These rights are subject to legal conditions and exceptions.

Questions, rights requests or data protection complaints

If you have a question about how MIAG uses your information, wish to exercise a data protection right, or want to make a data protection complaint, please contact the MIAG Data Protection Lead (Chief Operating Officer):

MIAG Limited | 17 St Georges Road, Cheltenham, Gloucestershire, GL50 3DT
Telephone: 0333 220 3429 | Email: admin@miag.co.uk

MIAG will provide an accessible route for data protection complaints and will handle them in accordance with current data protection requirements. You may also complain to the Information Commissioner's Office (ICO) if you remain concerned about how your personal information has been handled.

This notice is reviewed regularly and will be updated where MIAG introduces new or changed uses of personal information.

Legal framework: UK GDPR, Data Protection Act 2018 and relevant amendments and requirements under the Data (Use and Access) Act 2025.