

Trust Governance Professionals Privacy Notice

Trust Governance Professionals (TGP) is committed to protecting your privacy and complying with its obligations under the UK Data Protection Legislation in order to protect the confidentiality, integrity and availability of personal data.

This Privacy Notice explains why we process personal data and what we do to keep it secure.

This Privacy Notice may change from time to time and if it does, the up-to-date version will always be available on our website and becomes effective immediately.

Trust Governance Professionals

In this notice (the "Privacy Notice"), for "TGP", we mean "Trust Governance Professionals". TGP is registered in the UK; the registered address is noted below.

Trust Governance Professionals
75 Brookville Road, London, SW6 7BH
E-mail: admin@tgpltd.co.uk
Company Number: 12098934

Further company details are set out on our website <https://tgpltd.co.uk>

UK Data Protection Legislation

For the purposes of this Privacy Notice, "UK Data Protection Legislation" is defined as, for the periods in which they are in force, the UK GDPR / Data Protection Act 2018, all laws giving effect or purporting to give effect to or otherwise relating to data protection (to the extent the same apply).

For the purposes of data protection law, TGP is a data controller in respect of your personal data, ICO registration number is ZB286737.

Personal Data

TGP, as a data controller is responsible for all personal information we collect and are liable if that information is breached.

TGP are responsible for ensuring that TGP use your personal data in compliance with data protection law. The below clauses in this Privacy Notice set out the basis on which any personal data about you, that you provide to us, that TGP create or that TGP collect or generate about you, will be processed by us.

This Notice explains how TGP will collect, store and use any personal data you provide via our website, email or networking with our people and when you otherwise communicate with TGP (including in the course of the services TGP provide or the running of our organisation).



This Privacy Notice also applies to any person whose personal data has been provided to TGP by an agent or an employer or where TGP otherwise uses a person's personal data.

Reference to "participants" includes, schools, trusts, individuals and all other potential customers or clients for TGP.

Types of personal data we collect

The type of information we collect depends on why you are providing it, and we only process personal data that is necessary to deliver our services. The data processing we undertake is covered by agreements with our programme participants and project clients, and to fulfil obligations with our partners.

The information is collected directly from our participants and partners or from other public sources (for example organisational websites and published documents) as part of the ongoing delivery of our services.

- **Making an enquiry:**

TGP will collect your name, role, trust/school name/address, telephone number and email address.

- **Membership:**

If you sign up for one or more of our programme areas, participants are asked to provide information by consent. In addition to your name, role, trust details and email address, TGP will also ask for the details of your finance officer and senior executive and chair of the trust.

Where multiple participants are signed on to a programme, the name, role and email address of each person will be requested.

- **Community sessions:**

Signing up for a community session (all programmes) requires each participant to register interest using their name and email address. Further information will include attendee's trust name and TGP will register attendance at each session.

When holding in-person events, we also ask for dietary requirements for the purposes of catering only.

- **Payments:**

TGP requests and stores bank details or other financial information for any individual, trust or supplier where payments are required to be made or received.

- **Job application:**

The information requested is deemed necessary for the purposes of TGP considering the application



TGP may collect and process the following data about you:

We only process personal data so that we can deliver, manage, and check the quality of services that we provide to our participants and partners. We ask our participants and partners to only share personal data with us where it is required for the purpose of delivering our services.

The information provided to TGP by you or your representative in connection might include:

- Your name and title
- Contact information, including postal address, telephone number and email address for place of work
- Occupational history, job title
- Bank details or other financial information as required

How TGP collects information:

TGP may collect information from you whenever you contact us or have any involvement with us for example when you:

- visit our website (see our Cookie policy)
- enquire about our activities or services
- ask for advice or support
- book on to an event or join a programme or community
- join a TGP programme as a participant
- post content onto our website or social media site (LinkedIn)
- attend a TGP meeting (either face to face or virtually via Zoom or Microsoft Teams) with us and provide us with information (see Trust Governance Insight Session Recordings)
- take part in our face to face or virtual events
- commission a consultancy service
- provide consultancy work
- contact us in any way including online, email, phone, SMS, social media or post

Trust Governance Insight Session Recordings

Some Trust Governance Insight sessions, or parts of sessions, are recorded. These recordings capture the speaker delivering the session, guest speakers (where they have consented to be recorded) and the slides used during any presentation. Where there is a break in the presentation for discussion with the wider group, the recording is stopped so that wider contributors are not captured on the recording (unless it has been made clear to all participants at the start of the session that the full session is being recorded).

On some occasions, participants may indicate that they have a question or experience that they would be happy to share with the group, whilst the recording is taking place. At all sessions, participants are reminded that should they wish for any contribution to be removed from the



session recording prior to its circulation, they should contact Trust Governance Professionals. Recordings are edited to remove any contributions as requested.

Session recordings are shared with TGI members only, using a password protected link.

If you do not want your name or image to be used in any recordings, please email admin@tgpltd.co.uk.

How TGP use your information:

TGP will use your personal information in a number of ways which reflect the legal basis applying to processing of your data. These may include:

- providing you with the information or services you have asked for
- providing you with the benefits of membership, sending you communications with your consent that may be of interest including marketing information about our services and activities, events and publications and other situations for which we seek support
- when necessary for carrying out your obligations under any contract between us
- seeking your views on the services or activities we carry out so that we can make improvements
- maintaining our organisational records
- analysing the operation of our website and analysing your website behaviour to improve the website and its usefulness
- delivering outcomes from commissioned work with TGP
- processing job applications
- manage our relationship with you (and/ or your school/trust), including by maintaining our database of participants, trusts, enquiries and partners as well as other third parties for administration, accounting and or relationship management purposes
- to market certain services, events and content that may be of interest to you but only if you have given TGP your consent to do so or TGP are otherwise able to do so in accordance with applicable UK Data Protection Legislation.

Marketing and other contact

TGP may collect and use your personal information for undertaking marketing by email, telephone and post.

We may send you certain direct marketing communications (including electronic marketing communications to existing participants and non-members) if it's in our legitimate interests to do so for marketing and business development purposes. However, we'll always obtain your consent to direct marketing communications where we're required to do so by law.

You have the right to ask TGP not to process your personal information for marketing purposes. You can do this by contacting us by email using admin@tgpltd.co.uk

Where you are a marketing lead, we may contact you to follow up on your enquiries for TGP's products and services.



This may take the form of:

- email
- to participate in surveys or research – (participation is always voluntary and wherever possible is anonymised)
- offering you free trials or demonstrations of new products or services, or informing you about a product we think you will find useful
- operating our 'invite a colleague' function, for example where your colleague has consented to joining one of our sessions

Legal basis for processing your information:

TGP processes information about our participants on the lawful basis of consent. We also process information in order to fulfil our contractual obligations with participants, and our legitimate interests when communicating with partners. This is in line with Article 6 of GDPR and the UK Data Protection Act 2018.

TGP lawfully processes your personal data in the ways described above in this Privacy Notice for the following reasons:

- Where you have provided information to us for the purposes of requesting information or requesting that we carry out a service for you, we will proceed on the basis that you have given consent to us using the information for that purpose, based on the way that you provided the information to us. You may withdraw consent at any time by emailing us at admin@tgpltd.co.uk - this will not affect the lawfulness of processing of your information prior to your withdrawal of consent being received and actioned.
- It is necessary for us to hold and use your information so that we can carry out our obligations under a contract entered into with you or on your behalf or to take steps you ask us to prior to entering into a contract.
- It is necessary to discharge relevant legal or regulatory obligations.
- Where the purpose of our processing is the provision of information or services to you, we may also rely on the fact that it is necessary for your legitimate interests that we provide the information or service requested, and given that you have made the request, would presume that there is no prejudice to you in our fulfilling your request.
- As part of our advocacy and support for you and as an organisation supporting trust governance professionals, we may from time to time, ask you to take part in research to support trust governance professionals within the education sector. This may involve sharing your information with partners in this research (with your prior consent).
- The processing may also be necessary for the legitimate business interests of TGP, such as:
 - carrying out our ordinary or reasonable business activities, or those of the applicable manager, or other persons, or other activities previously disclosed to our participants or referred to in this Privacy Notice



- ensuring compliance with all legal and regulatory obligations and industry standards, and preventing fraud
 - establishing, exercising or defending legal rights or for other purposes relating to legal proceedings
 - ensuring the security of information systems; and
 - conducting marketing and promoting our business services.
- in respect of any processing of sensitive personal data falling within special categories, such as any personal data relating to the religious belief, gender/ sexual orientation, and any other special category data, the consent for processing will be explicitly obtained from the subject.

Who has access to personal data within TGP:

We understand the importance of security of your personal information and take appropriate steps to safeguard it.

We always ensure only authorised persons have access to your information, which means TGP directors and employees may only access personal data if they require it to deliver a service to our participants, project clients and/or partners. TGP associates/partners only have access to personal data limited to that relevant to the specific project that they are working on. Associates/partners are subject to terms of engagement, which include data protection clauses.

Disclosure of your data to third parties:

To support the delivery of services to our participants and/or partners, TGP uses third party organisations to provide specific functions and services. Therefore, we may from time to time, in accordance with the purposes described in this Privacy Notice above, disclose your personal data to other parties, including, but not limited to:

- a. any affiliates (including the Confederation of School Trusts and Chartered Governance Institute)
- b. service providers
- c. support services
- d. third parties and partners who enable research (for the good of trust governance)
- e. third parties in connection with or employed for an event run by TGP
- f. analytics and search engine providers that help us to improve our website and its use
- g. consultants and contractors or their affiliates appointed in respect of your contract
- h. professional advisers such as law firms or accountancy firms
- i. other agents and contractors
- j. counterparties
- k. courts and regulatory, tax and governmental authorities and Department for Education (where applicable)
- l. disclose your name, job title and organisation for the purposes of networking at events you have signed up to



Some of these persons will process your personal data in accordance with our instructions, where they act as our data processor and others will themselves be responsible for their use of your personal data where they act as a data controller. This will depend on the purposes of our sharing your personal data. These persons may be permitted to further disclose the data to other parties.

We provide these third parties with the information that is necessary to provide the service, and in these cases we will have an agreement in place that requires them to operate with the same care over data protection as we do.

We may also disclose your personal information if we are required to do so under any legal obligation and may use external data for the purposes of fraud prevention and credit risk reduction, or where doing so would not infringe your rights, but is necessary and in the public interest.

Safeguarding personal data:

TGP is committed to keeping the personal data that it holds safe from loss, corruption or theft. All electronic data is password protected and a number of security measures in place to do this including IT safeguards such as firewalls, encryption, and antivirus software. Where third party organisations are used, we also ensure that these adopt security measures such as multi-factor authentication.

As a condition of employment, all employees are required to follow all applicable laws and regulations, including in relation to Data Protection Law. Unauthorised use or disclosure of confidential client information by an employee is prohibited and may result in disciplinary measures.

Transfers of personal data outside of the UK and European Economic Area (EEA):

TGP holds information on computer servers and stored within our Cloud environment located within the UK and EEA. We will take all reasonable steps to ensure personal data is not processed in a country that is not seen as 'safe' by the UK government.

If we do need to send personal data out of the UK/EEA we will ensure it has extra protection from loss or unauthorised access with appropriate safeguards by our affiliates or service providers.

You can obtain more details on the protection given to your personal data when it's transferred outside the UK/EEA, including a copy of any International Data Transfer Agreements entered into with processors of your personal data, by contacting us on admin@tgpltd.co.uk.

The provision of certain personal data is necessary for TGP to provide the Service and for our compliance (and that of our service providers) with certain legal and regulatory obligations.

Keeping your information up to date:

We really appreciate it if you let us know if your contact details change. You can do this by contacting us on admin@tgpltd.co.uk or any employee of TGP.

Our use of “cookies”:

For more information on the cookies the Group use, please see our Cookie Policy.

How long we keep your information for:

TGP will only keep personal data about our participants and/or partners for as long as it is required to fulfil our contractual obligations or if we have an organisational need to do so. Please see our Records Retention Policy.

Where we rely on your consent to contact you for direct marketing purposes, we will treat your consent as lasting only for as long as it is reasonable to do so. This will usually be for three years. We may periodically ask you to renew your consent.

If you ask us to stop contacting you with marketing communication, we will keep a record of your contact details and limited information needed to ensure we comply with your request.

Your rights as a Data Subject:

As a data subject, you have the right to request details of processing activities that we carry out with your personal information through making a Subject Access Request. To make a request please contact us at admin@tgpltd.co.uk.

You also have the following rights:

- the right to request rectification of information that is inaccurate or out of date
- the right to erasure of your information (known as the "right to be forgotten")
- the right to restrict the way in which we are dealing with and using your information
- the right to request that your information be provided to you in a format that is secure and suitable for re-use (known as the "right to portability")
- rights in relation to automated decision making and profiling including profiling for marketing purposes.

Should you wish to withdraw consent to your personal data being processed; you are able to remove your consent at any time. You can do this by contacting TGP at admin@tgpltd.co.uk

All of these rights are subject to certain safeguards and limits or exemptions, further details of which can be found in our Data Protection Policy.

If you are not happy with the way in which we have processed or dealt with your information, you can complain to the Information Commissioner's Office. Further details about how to complain are noted in the How to Complain section below.



Children

TGP do not and will not knowingly collect information from any unsupervised children under the age of 13.

How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Trust Governance Professionals
75 Brookville Road, London, SW6 7BH
Phone: 07722 955380
E-mail: admin@tgpltd.co.uk

We aim to reply to any complaints promptly and within the statutory time limits. If we cannot resolve your concerns, you may also complain to the Information Commissioner's Office (ICO).

The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Review of this Privacy Notice

This privacy statement was last reviewed on 3 June 2025.

Cookie Policy

TGP's website uses cookies. "Cookies" are small pieces of information sent by a web server to a web browser. Cookies enable the server to collect anonymous information from the browser. They are stored on your computer / device.

Our website uses various cookies for different reasons. Some of these are a necessary part of the functionality behind the Members section. Others relate to 3rd party functionality we may include on the website, such as the LinkedIn widget in the footer of each page.



We do not obtain or store in a cookie any personal information about you.

If you prefer, you can set your browser not to accept cookies but, as with any website, this will limit the functionality that you can access on our website.

If you want to find out more information about cookies, go to <http://www.allaboutcookies.org>. To learn about removing cookies from your browser, go to <http://www.allaboutcookies.org/manage-cookies>.

Please note: we collect usage data from our website using Google Analytics, a 3rd party data analysis tool. This provides us with aggregated, non-personal data which we use to analyse visitor trends. Google Analytics uses cookies, and these are stored on your device too. We may also use other 3rd party suppliers for different website plugins and tools, and they may also use cookies.