



ISAC Education Privacy Notice

Publication date
Next review due

September 2026
September 2027

1. Who we are

ISAC Education Limited ("ISAC", "we", "us" or "our") provides educational guardianship and related support services to international students studying in the United Kingdom.

For data protection purposes, ISAC Education Limited is the data controller. We are registered with the Information Commissioner's Office (ICO) under registration number ZB636468.

Our registered office is 1 Baltimore House, Juniper Drive, London, England, SW18 1TS. The person responsible for data protection is Ye Chen, Director, who can be contacted at yvonne@isaceducation.co.uk or on +44 (0)7510 177786.

2. Who this Privacy Notice applies to

This Privacy Notice explains how we collect, use, store and share personal information relating to:

- students and prospective students;
- parents, legal guardians and emergency contacts;
- homestay carers and members of homestay households;
- staff, volunteers and applicants;
- school staff and other professional contacts;
- suppliers, contractors, transport providers and other people who interact with ISAC.

3. Personal information we collect

The information we collect depends on your relationship with ISAC and the services being provided. It may include:

- identity and contact information, including names, dates of birth, addresses, telephone numbers, email addresses and passport or other identification details;
- student education and guardianship information, including school details, term dates, travel arrangements, accommodation arrangements, permissions and records of communications;
- health, medical, allergy, dietary, disability, mental health, welfare and safeguarding information where necessary to protect and support a student;
- immigration and visa-related information where relevant to the student's care or guardianship arrangements;
- financial and payment information connected with guardianship fees, expenses and services;
- photographs or images where appropriate permissions have been obtained;
- homestay information, including household details, accommodation information, references, identity and status checks, DBS information and self-declarations;
- staff and volunteer recruitment and personnel information, including applications, CVs, references, identity checks, right-to-work information, DBS information, self-declarations, training and employment records.

We may process special category personal data and criminal offence data where this is necessary and lawful. This includes health and safeguarding information, and information from DBS checks and self-declarations.

4. How we obtain personal information

We may obtain personal information directly from the individual, or from people and organisations involved in the provision of guardianship and student welfare. These may include parents, students, schools, homestays, agents where applicable, healthcare professionals, transport providers, local authorities, safeguarding partners and other relevant third parties.

5. Why we use personal information and our lawful bases

We only use personal information where there is a lawful basis to do so. Depending on the circumstances, we may process information because:

- it is necessary to enter into or perform a contract, including a guardianship or homestay arrangement;
- we must comply with a legal or regulatory obligation;
- it is necessary for our legitimate interests or those of a third party, including the safe and effective provision of guardianship services, safeguarding, administration, record keeping, service quality and the prevention of fraud or misuse;
- it is necessary to protect the vital interests of a student or another person, including in an emergency;
- we have obtained consent, where consent is the appropriate lawful basis.

Where we process special category personal data, we also identify an additional lawful condition, for example explicit consent, vital interests, legal claims, employment obligations or substantial public interest, including safeguarding children and individuals at risk.

Where we process criminal offence data, including DBS information and self-declarations, we do so only where permitted by the Data Protection Act 2018 and related data protection law.

6. How we use personal information

We may use personal information to:

- provide guardianship, pastoral, educational, homestay, emergency and travel support;
- communicate with students, parents, schools, homestays and other relevant professionals;
- make and manage accommodation, transport, medical and welfare arrangements;
- respond to emergencies, safeguarding concerns, complaints and incidents;
- carry out safer recruitment and suitability checks for staff, volunteers and homestays;
- maintain financial, contractual, operational and regulatory records;
- meet requirements of schools, local authorities, safeguarding agencies, insurers, regulators and accreditation bodies where applicable;
- manage photographs or publicity only where the necessary permissions and safeguards are in place.

7. Sharing personal information

We share personal information only where there is a lawful and necessary reason to do so. Depending on the circumstances, information may be shared with:

- parents, legal guardians and students;
- schools, colleges and relevant school staff;
- homestays and household members where necessary for a placement;
- healthcare professionals, emergency services and safeguarding or children's services;
- local authorities, Local Safeguarding Partners and other statutory bodies;
- transport, accommodation and other service providers engaged to support the student;
- professional advisers, insurers, IT or administrative service providers acting for ISAC;
- the ICO, courts, law-enforcement bodies or other regulators where required by law;
- AEGIS and appointed inspectors where information is required for accreditation or reaccreditation.

Personal-detail documents submitted as evidence are anonymised or redacted where appropriate.

We require third-party processors acting on our behalf to provide appropriate data protection and security safeguards.

8. International transfers

Some students, parents or professional contacts may be located outside the United Kingdom. Where personal information is transferred outside the UK, we take appropriate steps to ensure that the transfer is lawful and that suitable safeguards are in place, as required by UK data protection law.

9. Keeping information secure

We use appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Access to personal information is restricted to people who need it for their role. We also require staff and homestays to handle personal information securely.

10. How long we keep personal information

We do not keep personal information for longer than necessary. Retention periods are determined by the purpose for which the information is held, legal and regulatory requirements, safeguarding needs and our retention schedule.

Examples include:

- DBS certificate details are recorded on our safer recruitment records. Copies are not normally retained; where a copy is kept for a valid reason, it is securely destroyed within six months;
- staff and homestay references are normally retained for the duration of the relevant employment or hosting arrangement and then for an appropriate period, normally five to seven years;
- safeguarding records are kept securely and separately from general student files in accordance with our retention schedule and current safeguarding guidance.

11. Photographs and images

We obtain the necessary consent and apply appropriate safeguards before using identifiable photographs or images of students for publicity, marketing or other non-essential purposes. Consent may be withdrawn where consent is the lawful basis for the processing.

12. Your data protection rights

Depending on the circumstances and the lawful basis on which we rely, you may have the right to:

- ask for access to your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to delete personal information in certain circumstances;
- ask us to restrict the way we use personal information;
- object to certain processing;
- request data portability where the legal requirements are met;
- withdraw consent at any time where we rely on consent.

Some rights are not absolute and may be limited where we have a legal, safeguarding, contractual or other lawful reason to continue processing the information.

13. Children and young people

Much of the personal information we handle relates to children and young people. We take particular care to use their information fairly, lawfully and securely, and to explain the use of information in a clear and age-appropriate way where appropriate. Safeguarding and the best interests of the child are central to our handling of student information.

14. Questions, requests and complaints

If you have a question about this Privacy Notice, wish to exercise a data protection right, or want to raise a concern about how we have handled personal information, please contact:

Ye Chen, Director / Data Protection Lead
ISAC Education Limited

1 Baltimore House, Juniper Drive, London, England, SW18 1TS

Email: yvonne@isaceducation.co.uk

Telephone: +44 (0)7510 177786

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).
Information about making a complaint is available at www.ico.org.uk.

15. Changes to this Privacy Notice

We review this Privacy Notice at least annually and sooner if there is a significant change to our services, data processing activities, legal obligations or regulatory guidance. The current version will be made publicly available on our website.

Approved by

Publication date

Next review due

Ye Chen, Director

September 2026

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