

StudyNest Education

Privacy Notice

At StudyNest Education, we are committed to protecting your personal information and being transparent about what we do with it. This Privacy Notice explains how we collect, use, store, and share personal data, in accordance with the UK General Data Protection Regulation (UK GDPR).

- **Who we are**

StudyNest Education provides educational guardianship and related services to international students studying in the UK. We are the data controller of the personal data you provide to us.

Contact: info@studynest.uk

- **What data we collect and why**

We collect and process the following categories of personal data for various reasons, including contractual, legal, safeguarding, and emergency purposes:

- Student information: name, date of birth, nationality, school details, passport/visa info, health records, dietary and medical needs, SEN details, welfare and behavioural notes.
- Parent/guardian information: names, contact details, relationship to student, consents.
- Host family and staff information: names, contact details, DBS certificates, home details, training records.
- Academic and welfare records: school reports, attendance data, pastoral concerns, disciplinary actions.
- Financial data: invoicing details, payment records.
- Travel and accommodation details: arrangements, permissions, emergency contacts.
- This information is collected to:
 - Deliver educational guardianship and pastoral care
 - Fulfil contractual and legal obligations
 - Ensure health, safety, and safeguarding
 - Facilitate communication between all parties involved
- **Lawful basis for processing**

We rely on the following lawful bases to process your personal data:

Contractual necessity -- for the delivery of agreed services

Legal obligation -- compliance with UK safeguarding, immigration, and data protection laws

Vital interests -- protection of life in emergencies

Legitimate interests -- maintaining student welfare and service delivery

Consent -- where explicitly required (e.g., photos for marketing)

- **Who we share your data with**

We only share personal data where it is necessary and lawful to do so. Third parties may include:

- Parents and guardians
- Host families
- Schools
- Local authorities or emergency services
- DBS checking bodies
- Service providers (e.g. IT support, training platforms)
- Regulatory bodies: AEGIS, BSA, or for safeguarding inspections

We require all third parties to respect the security of your data and to treat it in accordance with the law.

- **Data storage and retention**

We store personal data securely using cloud-based systems with appropriate access controls.

Personal data is retained for a minimum of two years after a student's guardianship ends, unless a longer retention period is required by law.

- **Your data rights**

You have rights under UK GDPR, including:

The right to access your data

The right to correct or delete inaccurate information

The right to restrict or object to processing

The right to data portability

The right to withdraw consent (where applicable)

To exercise these rights, please contact us at info@studynest.uk. We aim to respond within one month.

- **International data transfers**

We may transfer data internationally, for example, to parents or legal guardians residing outside the UK. Such transfers are protected through secure communication and appropriate safeguards.

- **How to raise a concern**

If you have a concern about how we use your personal data, please contact us first. You may also complain to the Information Commissioner's Office (ICO) via www.ico.org.uk

- **Updates to this policy**

We review this Privacy Notice regularly.

Last updated: August 2025