

Varndean College International Host Family Handbook Terms and Conditions September 2026

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Contact details:

Siobhan Winney, Host Family Co-ordinator

Working hours: 9:00am – 5:00pm Monday to Friday

Mobile: 07561 707904 or office: 01273 508011 ext 114

Shaun Clark, Assistant International Manager:

Working hours: 8:30am – 4:30pm Monday to Friday

Mobile: 07747 442060 or office: 01273 508011 ext 418

Or email on: international@varndean.ac.uk

Data Protection

Your personal data will be processed in accordance with the Data Protection Act 2018 . We will only use the information you have provided to support our host family placements. Our Host Family Privacy Notice and our Data Protection Policy are both available on Varndean College website <https://varndean.ac.uk>

1. Accommodation requirements

- 1.1 Your home is within one hour's public transport access to Varndean College.
- 1.2 The public areas of your home and the room allocated for the student, are clean, well-maintained, uncluttered and warm.
- 1.3 There is good wi-fi access in the student's room, as their homework assignments are online.
- 1.4 You provide us with an annual Gas Safety Certificate if there is gas in the house.
- 1.5 You have serviced smoke alarm/s fitted in the house.
- 1.6 The student's room has all the features listed in point 4.
- 1.7 You provide the student with a front door key, which is returned to you at the end of their course.

2. Payment

- 2.1 You will receive £200 per week, paid fortnightly in arrears directly into your bank account

This includes providing:

- daily breakfast, help-yourself style with pre-agreed ingredients
- hot evening meal with the family
- light lunch on weekends (students provide their own lunches on weekdays)
- heating, minimum temperature in the house of 19 degrees centigrade
- washing the student's laundry at least once a week
- hosting and care and welfare

- 2.2 The payments are calculated from the date your student arrives to the date they leave, inclusive, with the exception of Christmas and Easter holidays. All half-terms are paid for at full rate, whether the student is with you or not.
- 2.3 We expect most students to go home at Christmas and Easter. If the student goes home, then you will be paid a £50 per week, room-holding rate for the time they are away.
- 2.4 If the student wishes to stay during the Christmas or Easter holidays, and you are available, the payment is the normal weekly rate of £200.
- 2.5 If your student, with your agreement invites a friend over for a sleep-over, there is no additional payment for you.
- 2.6 If for any reason the student's placement with you ends before the original date, you will be paid 2 weeks' notice from the date of the student's departure from your home.
- 2.7 If as a host you need to stop hosting unexpectedly, where possible we ask for two weeks' notice to give us time to find a replacement host family. Payments will end on the day the student leaves you.
- 2.8 If a student needs to return to their home country unexpectedly (family reasons etc - not for holidays) for longer than two weeks, the rate of payment will be £50 per week from the third week onwards, until the student returns, over a reasonable period of time. We will always talk with you about this; it is only relating to exceptional and unanticipated circumstances.
- 2.9 If you as a host family wish to go on holiday, the student will be temporarily hosted elsewhere. For this period, you would not receive payment, it will be given to the temporary host family.
- 2.10 If a student wishes to continue living with the same host in their second year, they will be asked to clear the bedroom and pack up their belongings for storage over the summer holiday period, leaving the room free for the host to use as a family. The host will be asked if they can store the student's belongings over the summer period. You will receive £25 per week storage fee for this.
- 2.11 The host family is only required to host the student. If a member of their family visits the UK, then they must stay elsewhere, for example in a hotel or a B & B, but not in your home. The student may go and stay with them during their visit, in which case you would still be paid.
- 2.12 Income tax: please refer to the guidelines in this link. You may be taxed on your income from hosting:
http://www.direct.gov.uk/en/MoneyTaxAndBenefits/Taxes/TaxOnPropertyAndRentalIncome/DG_4017804

3. Insurance, fire safety and key

- 3.1 Please check with your current insurance company that you are covered when you are hosting a student. We regret that Varndean can't accept responsibility if a student causes damage or additional expense. This needs to be dealt with directly between you as the host family and the student's parents, but of course we are happy to help if needed with communication etc. Do please tell us if any damage occurs.
- 3.2 Please provide your student with a front door key and ask for its return when they leave you.
- 3.3 Send us an annual Landlord's Gas Safety Certificate if gas is in the home.
- 3.4 Please make sure your smoke alarms are maintained.
- 3.5 Students are not allowed to smoke or vape in your home or garden. Please tell us if you suspect this is happening.

4. Room requirements

- 4.1 We always place one student per room.
- 4.2 Students must not lock their bedroom doors as a matter of safety in case of illness or fire. In order to give them a sense of privacy and a feeling this is their personal space within your home, please knock before you enter. Also let them know in advance if you need to go into the room when they are not there.
- 4.3 If you have two rooms available, we will offer you students from different nationalities, so that their spoken language in the home is English.
- 4.4 The room needs to have:
 - a full-sized single or double bed, not bunk beds
 - a chest of drawers and/or wardrobe
 - a suitable desk for studying, with a chair and a lamp
 - good broadband connection in the bedroom
 - bed linen, duvet, spare blankets and towels
 - maintained at a minimum temperature of 19 degrees centigrade
- 4.5 The room needs to be clean and empty of all hosts' belongings when the student arrives.
- 4.6 The student must remove everything from the room and leave it clean and tidy when they leave.
- 4.7 Students should clean their room regularly throughout their stay, vacuuming and wiping surfaces and emptying bins. Host families will provide the cleaning equipment. You are entitled to ask to check their rooms periodically with notice.

5. Meals and use of the kitchen

- 5.1 Please provide a healthy, wholefood diet, keeping processed, fried or microwaved foods to a minimum.
- 5.2 We ask that you sit together for an evening meal as a family with the student, for at least five times a week. This is the key time to help the student feel part of your family. The student needs to eat when the family eats, not given their meal to eat alone or heated up after the family has eaten. Students must not be left to eat alone if the family is in the home.
- 5.3 Evening meals need to be provided around 6pm-7pm. No earlier than 6pm and no later than 7:30pm
- 5.4 If occasionally you can't be home for the evening meal, please let the student know what food is set aside for them.
- 5.5 Please let the student know the approximate time of meals so they can plan their homework or social life!
- 5.6 The student should let you know the day before if they are not in for the evening meal.

- 5.7 Breakfasts are a help-yourself style. Please let the student know which foods they can help themselves to.
- 5.8 Please provide a shelf in the fridge and a shelf in a cupboard where the student can store their own snacks and food for their weekday lunches.
- 5.9 Explain clearly to the student which food/drinks they can help themselves to between meals, such as a fruit bowl – if any. Generally, students should buy their own snacks.
- 5.10 Some students wish to cook. You don't have to allow this, but just make clear from the beginning if they can. And if you do allow it, then tell them if it is with or without you needing to be in the home with them.
- 5.11 You have the right to ask the student not to eat cooked meals in their room, please discuss with them if you allow this or not. We deem snacks to be reasonable, but the student must clear up food debris and return used cutlery and dishes to the kitchen and empty their bins of food waste regularly.
- 5.12 The guidelines are the same if the student is with you during the half-terms, holidays and study-leave days when they are home more often than during term days.

6. Bathroom

- 6.1 The bathroom needs a lock on the inside, and privacy needs to always be respected.
- 6.2 Students will be asked to provide their own toiletries so please agree where they can keep them in the bathroom.
- 6.3 Agree when the students can shower to suit family life. We expect them to be able to shower daily.

7. Laundry

- 7.1 Please provide bedding and towels. Fresh towels should be changed weekly and bedlinen fortnightly.
- 7.2 Please do at least one wash-load a week for the student and provide a dirty linen basket for them.
- 7.3 If the student wishes to do their own laundry, and you are happy for them to wash their own clothes, please show them how to use the washing machine.

8. Broadband

- 8.1 Students have a lot of online independent work. Please make sure the broadband is strong in their room and their desk is big enough to work at comfortably.
- 8.2 Students sign a correct use of internet contract with us in college, which also covers the host family. If you are ever concerned about unreasonable or unhealthy usage, please let the International team know.

9. Safeguarding

- 9.1 The College is committed to safeguarding and promotes the protection and welfare of all students. Our Safeguarding policy is on our website <https://varndean.ac.uk/policies>
- 9.2 All adults over age 18, living permanently in the household must apply for an enhanced DBS check, at our expense, when you apply as a host family. This needs to be renewed every 4 years; we will remind you.
- 9.3 The student cannot be left alone in the house at night without an adult member of the household, under any circumstances.
- 9.4 If you or any family member have any concerns about our student's safety or wellbeing, please contact Siobhan.
- 9.5 Sometimes after a student arrives, they may disclose some needs in relation to their mental or emotional

state. As a college, we have several routes of support, including well-being and counselling. But the first route is via the International team and our Wellbeing lead, Sophie. Similarly, if we discover any concerns which may impact on life in the host family, we will share them confidentially with you.

- 9.6 Please keep the International office updated with any changes to who is living in the household.
- 9.7 If you have two rooms, and wish to have a student from another organisation to stay, you must inform the International team so that we can inform the parents of our student. The other student must be under age 18yrs old.
- 9.8 Our Host Family Coordinator conducts an annual visit to each family to ensure the home is safe and well maintained.

10. Registering with the local GP and health care

- 10.1 It is very important that you take your student to register with your local GP within the first week they are with you. We will email you a letter of confirmation of studies for the student. They need to take that and their passport with them. Some surgeries let you do this online.
- 10.2 Once the student has registered with a GP, please email international@varndean.ac.uk with the surgery's details.
- 10.3 All our students have paid an NHS surcharge as part of their visa application, and so are entitled to NHS healthcare. Some may also come with private insurance.
- 10.4 If your student has an emergency illness and needs to go the GP or A&E please do your best to go with them, and let the International team know. If you cannot go with them, then a member of the International team will go with the student. Please do not let the student go alone to A & E.
- 10.5 If the surgery is closed and it isn't an A & E issue, please take the student to the NHS walk-in clinic near Brighton Station <https://www.practiceplusbrightonstation.nhs.uk/walk-in-services>
- 10.6 If your student has covid, then they will need to stay in your home according to the latest government guidelines.
- 10.7 The NHS surcharge which the students pay as part of their visa, does not cover dentistry. If your student needs dental care, please help them choose a local dentist and register as a private patient. Ask the student to contact their parents re the projected cost. Please let the International team know.
- 10.8 If a student needs ongoing or complicate medical care, we will request they return home to their natural parents for their treatment or recovery after a period of maximum three weeks.
- 10.9 We will give you the current medical history for the student when we offer the placement to you.

11. Emergency out-of-hours telephone number for International team

- 11.1 We have an emergency out-of-hours emergency phone number: 07756 875874.
- 11.2 The International team take it in turns to be on 24/7 duty for help with A & E, police and ambulance type situations. If you need to call any emergency service, please do so first and then contact the International team.
- 11.3 Where possible, if you can manage a situation yourselves out of hours, then we would appreciate it and then contact us then the following day during work hours.

12. Host families going on holiday

- 12.1 If you wish to go on holiday, please give the International team at least two weeks' notice, so that we can find a temporary host for your student. However, we'd be grateful if you minimise your holidays away as the change of host is very unsettling for the student. We have a limited number of temporary hosts. Thank you, we know this is a big request.
- 12.2 Some hosts take students with them on holiday! This needs permission from their natural parents, and also from the International team.
- 12.3 The temporary host will receive payment for the nights you are away, and your payments will be deducted.

13. Curfews, friends visiting, and student sleepovers or staying away

- 13.1 We ask you, as Host families to support the College policy for curfews for students. This is 10:00pm Sunday – Thursday, and 11:00pm Friday & Saturday. You do not have to stay awake until your student comes home.
- 13.2 If the student is going to be late due to transport issues, they must text you with an estimated time of arrival back home.
- 13.3 If a student breaks the curfew more than twice, please let the International team know and we will take it up as a disciplinary matter.
- 13.4 We ask you to allow your student to have one or two visiting friends to your home; it helps alleviate loneliness and homesickness. But they must ask you first. If you are unsure of whom they are asking, then do please phone the International team and talk it through.
- 13.4 If a student wishes to have a sleepover, either inviting a friend into your house, or them going to a friend's home, then permissions are needed from yourself, the natural parents and the college. Please email International@varndean.ac.uk to let us know and also ask the student to come and see us. Curfews still apply.
- 13.5 The same curfews are in place during the half-term holidays and also during the longer summer evenings.

14. Managing issues

We work very hard to place students with the right host family, so that both the students and the host family can fully enjoy the experience! Our International team offer continual support throughout the stay, for both host families and the students; we are here for you!

- 14.1 Situations can arise. They do in any family. Please work extra hard to talk with your student if there are issues arising. If you don't get anywhere, then do please talk to us. We will then talk with the student, and in communication together, we will try to resolve the issue.
- 14.2 Occasionally, a hosting arrangement may not work out - sometimes simply due to a mismatch in personalities and expectations differ. If we are unable to reach a solution that works for both you and the student, we will arrange a new host family. This process can take a little time, but we will make every effort to secure a new placement as quickly as possible.
- 14.3 If the hosting needs to end before its original end date, we will let you know and move the student quickly to avoid awkward situations on either side, and you will be paid a further two weeks' notice from the date the student leaves your home.

15. Welcome and support for students on arrival and throughout their stay with the host family

We interview all our students online before offering them a place. They all say, that one of the things they are most looking forward to, and are also the most anxious about, is living with their host family.

Feedback has shown that these following things are top of the list for a happy and successful stay – for both sides. So, we ask everyone now to do the following:

- Arrange a video call with the student as soon as possible after receiving the placement document from us, to start to build a relationship before they arrive. It really helps a smooth transition. It also helps if the student's parents are present during the call, so that you can establish a connection with them too.
- Track the flight and make sure you are in the house, the room is ready, and give them a smiling welcome when they arrive.
- Make sure your own children are on board with having the new host brother or sister in the home. Arrange a walk or an activity which includes everyone quite early on, as part of the welcome and settling in.
- Eat together at least 5 times a week. If this doesn't fit the family pattern, due to children's clubs or work etc, it may lead to the student feeling excluded and lonely. Please talk with us if your circumstances change and this doesn't become feasible.
- Help your student get a UK SIM card. It is key that you have good WhatsApp communication with your student.
- Encourage them to get a student bus pass, from 1 Stop Travel Shop in Brighton, or by downloading the Brighton and Hove Buses M-ticket app. <https://www.buses.co.uk/app>
- Please go through the house-rules in the first few days your student is with you. (Use the Student Agreement in the Appendix as guidelines). Problems mainly arise through lack of communication – all our students have good levels of English, but when they arrive they are in a heightened stress state and don't hear everything clearly. Please check in with them a week into their stay to see if all is going well on both sides.
- Please be aware as you can of any potential cultural sensitivities or differences between our UK habits and your student's cultural norms. If any issues arise, it is often through lack of knowledge or misunderstanding on either side and can easily be resolved with a chat. We are happy to help anytime.
- If you have a multi-lingual household, please talk in English in the presence of the student. They have come to the UK to practice their fluency which involves being immersed in listening to, and speaking, English.
- Talk to us if you are having any issues or concerns. We are here for both you and the students.
- Encourage your student to participate in family life by including them in family activities whenever possible – such as board games, movie nights, or other shared events. This helps them feel welcomed, reduces homesickness and fosters a sense of belonging within the family
- Check in with your student when they are packing to leave to make sure they have sufficient luggage in which to pack all their belongings, and that they have cleared the room. The college can help the students book taxis to go the airport. The students really welcome you being there to say goodbye and to see them off in the taxi.

The same rules apply if the student is with you during holidays, half-terms and study leave days.

Academic Year 2026-27

Arrival	Students fly to UK Sunday 30 or Monday 31 August
Autumn 1 Term	Tuesday 1 Sept – Friday 23 Oct 2026 <i>Induction week Tuesday 1 – Monday 7 September</i> <i>Teaching starts Tuesday 8 September</i>
Half-term holiday	Saturday 24 Oct – Sunday 1 November 2026 <i>Most but not all, students go home</i>
Autumn 2 Term	Monday 2 November - Wednesday 16 December 2026
Christmas holiday	Thursday 17 December 2026 to Sunday 3 January 2027 <i>Students are expected to return home for Easter unless it is too far to fly for a short period..</i>
Spring 1 Term	Monday 4 January – Friday 12 February 2027
Half-term holiday	Saturday 13 February – Sunday 21 February 2027 <i>Most but not all, students go home</i>
Spring 2 Term	Monday 22 February – Thursday 25 March 2027
Easter holiday	Friday 26 March – Sunday 11 April 2027 <i>Students are expected to return home for Easter unless it is too far to fly for a short period.</i>
Summer 1 Term	Monday 12 April – Friday 28 May 2027
Half-term holiday	Saturday 29 May – Sunday 6 June 2027 <i>Most, but not all, students go home</i>
Summer 2 Term	Monday 7 June – Friday 18 June 2027 for Short Year programme <i>Short year students fly home on Saturday 19 June 2027</i> Monday 7 June – Wednesday 7 July 2027 <i>Students returning for a second-year fly home on Thursday 8 July 2027</i>

Appendix A

Student Agreement for living with host families



I agree to:

- 1) *Be sociable with the family, join in, chat and be friendly with the host and the children.*
- 2) *Keep my room clean and tidy. Allow the host family to check my room.*
- 3) *Clean up after myself in all the shared spaces in the house, including the bathroom and the kitchen.*
- 4) *Only cook in the kitchen if my host family allows it.*
- 5) *Make my own lunches during the week. Shop for my own lunches and snacks and agree with the host where I can store it in the kitchen and fridge. I will keep all my perishable food in the kitchen, not in my bedroom. I understand I need to buy my own snacks.*
- 6) *Let the host family know the day before, if I am going to be out for the evening meal.*
- 7) *Keep reasonable hours on the internet, and stay quiet if awake late in the evening. If your family are living in a country with a very different time difference to ours, please be mindful to not speak too loudly late at night or in the early hours.*
- 8) *Respect the host family heating rules. Bring warm clothes to wear both inside and outside during winter months.*
- 9) *Put dirty laundry in the wash basket to be washed once a week.*
- 10) *Make my bed every day. Replace the used sheets and make the bed up with fresh sheets regularly.*
- 11) *If I want to have friends visiting during the day and evening to the Host Family house, I will ask permission from my host first.*
- 12) *Take responsibility to be home by the curfew times of 10pm Sunday to Thursday and 11pm Friday & Saturday. I understand this is the same during half-terms, holidays, and study-leave days.*
- 13) *Give my host family my mobile number and stay in contact at all times when I go out. If I am late for any reason, I will let them know.*
- 14) *Let my host family know if I am out for the day in any place outside Brighton, particularly London.*
- 15) *Ask the International office for permission to sleep over with a friend, at least three days before.*
- 16) *Talk to my host family if I need anything or am worried about anything.*
- 17) *Go with the host family to register with the local doctor (GP).*
- 18) *Agree that if my parents or friends visit UK while I am here, they cannot stay with the host family. I agree to let the International team know if they are coming, and ask them if I can go and stay with them during their visit.*
- 19) *I understand all the rules are the same during half-terms, holidays and study leave days.*

20) Keep the front door key safe. If I lose the key I will tell the Host Family and the International office straightaway.

21) Pack up my room and leave it clean and tidy when I leave. Give my front door key back when I leave the programme.

22) Talk to the International team if I need help with anything throughout my stay in the UK.

Appendix B

Host Family Privacy Notice

1. Introduction

Varndean College is committed to protecting your privacy and helping you feel confident about how your personal information, also referred to as 'personal data', is handled. This privacy notice explains how we collect and use your personal information, why we collect it, and what rights you have in relation to the data we hold about you.

Under the Data Protection Act (DPA) and the UK General Data Protection Regulation (UK GDPR), a data controller is the organisation that decides how and why personal data is processed. Varndean College acts as a data controller, meaning we are responsible for determining how your personal information is used and protected. We are required by data protection law to provide you with the information set out in this notice.

This legislation says that personal information we hold about you must be:

- Used lawfully, fairly and in a clear and transparent way
- Collected only for specific, valid purposes that we have explained to you, and not for anything incompatible with those purposes
- Relevant and limited to what is necessary for those purposes
- Accurate and kept up to date
- Kept only as long as necessary
- Stored securely

Our Data Protection Officer (DPO) is Aldona Wheeler. If you have any questions about this notice or the ways in which we use your personal information please contact our Data Protection Officer at Varndean College, Surrenden Road, Brighton, East Sussex, BN1 6WQ, 01273 508011, dpo@varndean.ac.uk.

2. Information the College collects about you

The following personal data is collected from host families:

Data we collect	Purpose	Legal basis
Personal details such as name, title, date of birth, gender, marital status, nationality, occupation, religion, ethnicity	To manage our relationship with you	Carrying out our contract with you
Address, telephone number, email address	To manage our relationship with you	Legitimate interests: managing our workforce
Details of household members (name, date of birth, relationship, occupation) and regular overnight visitors (name, date of birth, relationship, usual residence)	As part of our duty to safeguard students	To meet our legal duty to keep young people safe
Bank account details	To process your payments	Carrying out our contract with you
Photos of your house	As part of our duty to safeguard students	To fulfill a legal obligation
Criminal record information	As part of our duty to safeguard students	To fulfill a legal obligation
Medical and disability information	To fulfill our contractual obligations with you	Necessary for our legitimate interests

3. How we collect your personal information

We generally collect your personal information directly from you through the form and the interview you complete when arranging the host family placement. We regularly review the information we hold to help keep it up-to-date. If any of your personal details change, please let us know as soon as possible so we can update our records.

4. How we use sensitive personal information

It is important to note that, where necessary, we may also process sensitive personal information about you, such as your medical and health information, ethnicity or religion. This information helps us meet both your needs and the needs of our students when arranging placements, and enables the College to fulfil its legal and safeguarding responsibilities.

5. When and how we share your personal information

We may share your personal information with third parties where required by law, where it is necessary to perform our contract with you or where we have a legitimate interest in doing so. These third parties may include the following:

- Students, parents and guardians: we may share your personal data with students you may potentially host as well as their parents and guardians
- Agents: if the student uses an agent to arrange their study with us we may share your personal data with them
- Security providers: to carry out DBS checking services
- Government departments: to meet our legal obligations on matters such as visas and social security
- Police forces, courts, tribunals: for dealing with legal issues

6. Transferring your data internationally

Your personal information may be stored and processed outside of the country where it is collected, including outside of the European Economic Area. For example, we may send selected details about you to the family of the student who will be placed with you, and to the agent acting on our behalf in that country.

The data protection laws in such countries may not be as comprehensive and provide the same level of protection for your personal data as those within the EEA. In these circumstances, we will take appropriate measures to ensure suitable safeguards are in place.

7. How long we keep your personal information

The College will keep your personal information securely and only for as long as necessary for a legitimate and lawful reason. Personal information will be retained while you are an active partner. Records are created and maintained for each host family, and the information they contain is kept secure and used only for purposes directly related to your role as a host family for Varndean College. Once your role as a host family has ended, your information will be deleted in line with the College's Data Retention Policy.

In some circumstances, personal information may be anonymised so that it can no longer be linked to you. Where this happens we may use this information without telling you.

8. Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

9. Your rights

As a data subject, under data protection legislation you have a number of rights. Under certain circumstances you have the right to:

- **Request access** to your personal information, commonly known as a 'subject access request' (SAR). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it. A request can be made in writing or verbally to the Data Protection Officer (dpo@varndean.ac.uk). In most cases there is no fee for a SAR and the College will respond to you in one month.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you wish to exercise any of the rights set out above or wish to ask questions about the way in which we store and process your personal information please contact the Data Protection Officer - dpo@varndean.ac.uk.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact us in writing. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

10. Questions or complaints

If you have any questions or concerns about this privacy notice or how we handle your personal information, or if you wish to exercise any of the rights it refers to, contact the Data Protection Officer, who has been appointed to oversee compliance with this privacy notice.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO). The ICO's contact details are available on the ICO's website: <https://www.ico.org.uk>.

11. Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.