Lomond School
Helensburgh

RETENTION POLICY

Last Updated: ***25 June 2018***

Thank you for visiting Lomond School.

Your privacy is important to us. This Retention Policy is where we explain to you how long we may retain personal information that is collected when you visit our site, www.lomondschool.com or boarding.lomondschool.com

This policy should be read together with our Privacy Policy and Cookie Policy which together with this Retention Policy describe the manner in which we handle your personal information when you visit our site.

For convenience, we have divided our data protection policies into three separate pages:

1. **Our Privacy Policy**

You can find our Privacy Policy [HERE] which explains generally how we collect, use, store, and protect your personal information when you visit our site.

2. **Our Cookie Policy**

Our Cookie Policy is available [HERE] and explains more about how we may collect personal information about you via cookies (it also explains what cookies are).

3. **Our Retention Policy**

Our retention policy, which is this document, explains how long we may hold onto personal information collected or processed by us when you visit our site.

If you have any questions please do not hesitate to contact us at bursar@lomondschool.com or, if you prefer to call or write to us, then you can find our contact details at the bottom of this page.

WHO WE ARE

We are Lomond School, an independent co-educational day and boarding school for children and young people from 3 to 18 years of age. We are registered in Scotland, charity numbers SC060091. Our registered office is at 10 Stafford Street, Helensburgh, Scotland, G84 9JX.

But, for the purposes of this Cookie Policy, it's just easier if we refer to ourselves as "**we**" or "the school"

PURPOSE OF THIS DOCUMENT

The purpose of the Retention Policy is to explain what personal information we may collect about you when you visit our site or interact with our online services, the purpose of that collection, and how long we store that personal information for.

Our Retention Policy is broadly divided into two sections:

- Our website; and
- Cookies.

Depending on how you interact with our site and our services we may collect different types of personal information about you. The duration that we retain that personal information will vary depending on how you interact with us. For example, we may retain information about you for a longer period of time if you have asked us to keep you updated about developments in the school.

The types of personal information that we collect, its purpose, and retention period is detailed in the tables below.

If you are a parent of a pupil who attends our school, an alumni, a member of staff, or a pupil who is 16 years or older and attending our school then this Retention Policy will apply alongside our additional privacy policies. These other policies would have been brought to your attention separately, however, if you are unsure then please do not hesitate to get in touch with us.

OUR WEBSITE

This table details the personal information and we may collect about you on our site located at www.lomondschool.com or boarding.lomondschool.com

Type of Personal Information	Purpose	Retention Period[7]
First Name	For the purpose of identifying you in correspondence following your enquiry through our website. This correspondence may be via post, email or telephone according to the information you provide.	1 year from enquiry
Last Name	For the purpose of identifying you in correspondence following your enquiry through our website. This correspondence may be via post, email or telephone according to the information you provide.	1 year from enquiry

E-Mail Address	For the purpose of contacting you in regard to the enquiry made through our website and where we believe there is related information of relevance.	1 year from enquiry
Telephone Number	For the purpose of contacting you in regard to the enquiry made through our website and where we believe there is related information of relevance.	1 year from enquiry
Address	For the purpose of contacting you in regard to the enquiry made through our website and where we believe there is related information of relevance.	1 year from enquiry

COOKIES

You can find more information about the types of cookies that we use and their purpose by visiting our Cookie Policy [HERE]

Cookie Name[9]	Purpose	Expiry
_utma	Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.	2 years from set/update
_utmb	Used to determine new sessions/visits.	30 mins from set/update
_utmc	Not used in Analytics. Set for interoperability with Javascript. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit.	End of browser session
_utmt	Used to throttle request rate.	10 minutes

_utmz	Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the javascript library executes and is updated every time data is sent to Google Analytics	6 months from set/update
_hjincludedinsample	Set up for hotjar, a heatmapping tool which helps us to analyse how users are using the site, for the purposes of improving UX	1 year from set/update

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. You may also delete any cookies stored on your computer at any time.

You can find out more about changing cookie settings on your computer by visiting http://www.allaboutcookies.org/manage-cookies/.

Different cookies may be stored for different periods of time. In many cases these cookies are updated automatically each time you visit our site or may expire and be deleted by your device automatically. Each time you visit our site you start a new "**session**". When you leave our site the session ends. The expiry period of a cookie will usually run from the date of the most recent session. This means that, each time you visit our site, the expiry period for those cookies may reset.

It is important to understand that when a cookie is placed on your device it will reside on your hard drive until it expires and is deleted or it may reside on your hard drive until you manually delete it – this entirely depends on your individual browser settings and we do not have control over this.

MARKETING AND OTHER COMMUNICATION

We do not use any of the personal information collected from our site or that you may pass to us by filling in forms on our site for any marketing purposes. If you have requested that we get in touch with you then we will only use your personal information to assist us in answering your query.

CHANGES TO OUR RETENTION POLICY

We may need to change this Retention Policy if it's necessary for legal reasons or to reflect changes to our site and services or the purposes for which we may wish to collect and process your personal information. In any case, the provisions of this Retention Policy may be changed without prejudice to your rights. When we change our Retention Policy we will make the updated Retention Policy available on our site and we will also update the "Last Updated" date.

Once we change our Retention Policy, we will use our reasonable effort to inform you. This may include asking you to agree to the updated Retention Policy before we process further information about you or it may require us to suspend access to p arts of our site until you agree to the updated Retention Policy – we will only restrict access to parts of our site

where we deem it is necessary for us to collect or process personal information about you. If you have an account on our sure then we may reset your login and seek new consent if there is a change in the purpose or duration that we retain your personal information.

You're welcome to contact us if you have questions about the changes.

CONTACT US

This Retention Policy was prepared with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our retention of your personal information. However, we are happy to provide additional information or explanation needed.

If you have any questions, comments or requests regarding our Retention Policy then please do not hesitate to get in touch with us. To make things easier for both of us we would appreciate it if your queries were addressed to:

Privacy Team
Lomond School
10 Stafford Street
Helensburgh
G84 9JX
United Kingdom

or

bursar@lomondschool.com

or

+44 (0)1436 672 476