**Privacy Notice for RPA Claims Handling Services**

**Who we are:**

This work is being carried out by the Risk Protection Arrangement (RPA) which is a part of the Department for Education (DfE). For the purpose of data protection legislation, the DfE is the data controller for the personal data processed as part of the RPA Claims Handling Service.

**How we will use your information:**

We receive your personal data from RPA claims you raise as a RPA Member or RPA claims that you make against a RPA Member, plus from customer surveys that we run from time to time. We also receive personal data of yours due to your involvement in the investigation and resolution of RPA claims so for example as a witness, third parties acting on behalf of a claimant, legal representative, staff, or supplier involved in processing the claim on our behalf via our Claims Handling supplier. These can include where relevant loss adjusters, valuation experts and others involved in the restoration and/or improvement of RPA Member property to make it more resilient against risks such as flood, crime, fire, and climate change.

The aim of the RPA Claims Handling service is to ensure claims that fall within the RPA Membership Rules are professionally processed and resolved for RPA Members. This is a key part of the DfE RPA service, which is an initiative that seeks to help public sector schools achieve savings on their non-staff spend.

**The nature of your personal data we will be using:**

The categories of your personal data that we will be using for the RPA Claims Handling service will vary depending on your role in the RPA claim concerned and the nature of the claim. This means that when processing RPA claims the types of personal data can be wide and encompass:

• descriptions of events that caused the damage,

• names of people involved in the claim (which can include children) and potentially personal addresses, telephone numbers, date of birth, bank account details, etc.

• the extent of damage (which could include injury to children or adults and medical reports), etc.

• Car registration numbers

• Solicitor names, telephone numbers, addresses

• Names and contact numbers of others involved in helping bring the claim to a resolution such as loss adjusters, school project managers, suppliers involved in property reinstatement, etc.

• Plus any other necessary personal data required to be able to process the claims to resolution.

**Why our use of your personal data is lawful:**

In order for our use of your personal data to be lawful, we need to meet one (or more) conditions in the data protection legislation. For this project, the relevant condition is:

* Article 6(1)(f) UK GDPR, processing is necessary due to legitimate interests
* Article 9 (2)(g) UK GDPR, substantial public interest

**Who we will make your personal data available to**:

We sometimes need to make personal data available to other organisations. These might include contracted partners (who we have employed to process your personal data on our behalf) and/or other organisations (with whom we need to share your personal data for specific purposes).

Where we need to share your personal data with others, we ensure that this data sharing complies with data protection legislation. For this project, we will share personal data with:

* Our Claims Handling supplier
* Supply chain involved in the investigation or resolution of the RPA Claim.
* Supporting delivery partners of the RPA Service as required, which include but not limited to Risk Management, Actuarial and Research support services.

**How long we will keep your personal data**

The Department for Education will only keep your personal data as part of the RPA Claims Handling service for a long as necessary, after which point it will be securely destroyed.

**Your data protection rights**

More information about how the DfE handles personal information is published here:  
<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>

Under the Data Protection Act 2018, you are entitled to ask if we hold information relating to you and ask for a copy, by making a ‘subject access request’.

For further information and how to request your data, please use the ‘[contact form](https://www.education.gov.uk/help/contactus)’ in the Personal Information Charter at <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>   
under the ‘How to find out what personal information we hold about you’ section.

If you need to contact us regarding any of the above, please do so via the DfE site at: <https://www.gov.uk/contact-dfe>.

Further information about your data protection rights appears on the Information Commissioner’s website at: [Individual rights | ICO](https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/).

**Last updated**

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated on 08/12/22.

**Contact Info:**

If you have any questions about how your personal information will be used, please contact us at <https://www.gov.uk/contact-dfe> and enter RPA Claims Handling Service as a reference. For the Data Protection Officer (DPO) please contact us via [gov.uk](https://www.gov.uk/contact-dfe) and mark it for the attention of the ‘DPO’.