

Outreach Sustained Contact Programme Privacy Notice



Version No:	1.01	Prepared by:	Head of Access and Admissions Support	Last review:	06/26
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This Privacy Notice is maintained by the Data Protection Officer, in collaboration with the Head of Access and Admissions Support and Senior Tutor.

1. What this notice covers

This privacy notice is for students aged 14–15 joining LMH’s Sustained Contact Programme and their parents/guardians. It explains what data we collect, why we collect it and how we use it. You should also read the other [Privacy Notices on our website](#), which provide broader context about who we are, and how we use your information.

The LMH Sustained Contact Programme involves the opportunity to take part in mentoring with a current university student. To take part, you will need to sign up with Brightside. Brightside is a charity that operates separately to LMH. If you choose to join the mentoring programme, Brightside will collect and use your personal information under their own privacy notice. LMH does not have control over this data. Any data protection queries or requests should be directed to Brightside. You can read more information on Brightside’s website: <https://brightsidementoring.org/privacy?language=en>.

If you only watch the videos and do not join mentoring, we will still collect your name and contact details so we can send you the videos and gather feedback from you. You will not need parental consent for this part.

2. What information we collect

From students:

- Name, address, date of birth, school name
- Contact details (email, phone)
- Trusted contacts for emergencies (contact details you provide for a person, such as a family member, friend or guardian, who can be contacted on your behalf in the event of a serious emergency).
- Accessibility needs (if any)

- Optional information to help us evaluate our programme: gender, ethnicity, whether you have received financial support during your studies (such as free school meals), first-generation status, whether you have been in care
- Your feedback on your experience, collected through surveys, focus groups and other activities

From parents/guardians:

- Name and contact details
- Name of child
- Consent for child to take part in online mentoring

From schools:

If you sign up, we will contact your school to ask for:

- attainment data
- whether you receive Free School Meals

From the Brightside mentoring platform:

If you sign up for mentoring, our staff have access to the Brightside platform. We download some limited information and store on our computer systems:

- Details of any safeguarding concerns
- Your activity on the platform (e.g. message text, how often you message, number of calls made)

3. How we collect your information

We collect your information:

- Directly from you using an online sign-up form
- From your school
- From the Brightside mentoring platform.
- Via surveys and focus groups

4. Why we use this information

We use this information to:

- Run the programme and keep in touch
- To make sure mentoring is safe for participants, our staff and others

- Provide accessibility adjustments for participants with disabilities
- Monitor and evaluate the programme and support equal access to education
- Provide support with access to technology

We may use anonymous quotes from the feedback you provide to us on our website or in reports to the donors who support the programme financially.

4. Legal reasons for using your data

- Public task: LMH runs outreach as part of its educational mission. We use your information to run and evaluate the outcomes of the programme
- Legal obligation: safeguarding
- Substantial Public Interest (equality of opportunity): for using health information to provide adjustments for participants with disabilities
- Substantial Public Interest (equality of opportunity and research/statistics): for evaluating the outcomes of our outreach programmes where this uses sensitive data (e.g. ethnicity)

5. Who we share your data with

- Your school: for safeguarding and collecting Free School Meal and attainment data
- Brightside: only if you sign up for mentoring (you give data directly to Brightside). This includes: safeguarding concerns; if you ask us to update your information on the platform; we may download platform usage and message data to judge how well the programme is working
- HEAT (the Higher Education Access Tracker): for monitoring outreach impact. The Higher Education Access Tracker (HEAT) and its users to help determine whether our activities are helping participants move on from school into Higher Education and employment. You can read the University of Oxford's HEAT Privacy Notice for full details: <https://www.ox.ac.uk/admissions/undergraduate/increasing-access/heatprivacynotice>.

6. How long we keep your data

- Programme records: up to 5 years after programme ends

- Safeguarding records: We keep safeguarding information for as long as needed to comply with our legal obligations in accordance with our Safeguarding Policy
- Monitoring data: after 6 years, some information will be anonymised for long-term evaluation and record keeping.

7. Your rights

Under the UK General Data Protection Regulation (UK GDPR), you have rights including:

- Access to your personal data
- Correction of inaccurate data
- Erasure of data (“the right to be forgotten”)
- Objection to or restriction of processing
- Data portability (in some cases)
- The right to complain;

Individuals who have concerns about the College’s handling of their personal data or exercise of their data protection rights should raise those concerns with the College in the first instance. The College will investigate and respond in accordance with its data protection complaints procedure.

Please submit complaints by contacting the Data Protection Officer; dpo@lmh.ox.ac.uk or in writing;

Data Protection Officer, C/O Treasurer

Lady Margaret Hall,

Norham Gardens,

Oxford

OX2 6QA

Where an individual remains dissatisfied with the outcome of the College’s response, they may complain to the Information Commission. Information about how to do so is available at <https://ico.org.uk/make-a-complaint/>

To exercise these rights, please visit our Subject Access Page

<https://www.lmh.ox.ac.uk/subject-access> or contact us at: dpo@lmh.ox.ac.uk

Brightside Mentoring

Brightside is a charity who run mentoring programmes with young people across the UK. They do this to help young people make confident and informed decisions about their future.

If you sign up for mentoring, Brightside will collect and use your data. They have their own privacy notice. LMH does not control this information. Contact Brightside for any data requests.

You can read more about this on Brightside’s website:

<https://brightsidementoring.org/privacy?language=en>.

If you sign up for mentoring, our staff have access to the Brightside platform. We download some limited information and store on our computer systems:

- Details of any safeguarding concerns
- Your activity on the platform (e.g. message text, how often you message, number of calls made)

Once we download this and store it, we manage the use of that information. You should contact us about any questions about this data.

Important for Parents/Guardians

We need your consent for safeguarding purposes for your child to take part in online mentoring.

Document change log

Version	Date changed	Notes
1.0	11/02/26	Version 1.0 published
1.01	09/06/26	Added complaint section for DUAA compliance