

Boldon School Privacy Notice for pupils and parents

How we use pupil and parent information

Under the General Data Protection Regulation (GDPR) we are obliged to inform you of the information we hold on you and your child(ren), what we use it for, who we share it with, and for how long we keep it. This privacy notice (also known as a fair processing notice) aims to provide you with this information.

Boldon School is the data controller of the personal information that we collect, hold and share about you and your child(ren). This means the school determines the purposes for which, and the manner in which, any personal data relating to pupils and their families is to be processed. We are registered as a data controller with the Information Commissioner's office with the following data protection registration number **Z5775356**.

1. The categories of pupil & parent information that we collect, hold and share include but are not limited to:

- Personal information (such as name, unique pupil number and address, parent's national insurance number). Parental contact numbers (for absence texts through Call Parents and for emergency contact)
- Parental emails (to enable you to register with SIMS Pay, the online school payment system and so that we can send you school related information)
- Characteristics (such as ethnicity, religion, language, nationality, country of birth and free school meal eligibility)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Biometric fingerprint for School meal purchases
- Student photographs (to use on the school information system for identification within school. Use of photographs in other situations will be with your consent only)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Assessment information (such as data scores, tracking, and internal and external testing)
- Relevant medical information that you have provided to the school
- Special educational needs information (such as Education, Health and Care Plans (EHCP's), applications for support, care or support plans)
- Safeguarding information
- Exclusion information
- Behavioural information
- Post 16 learning information (for Youth support services and careers advice)

We may also hold data about pupils that we have received from other organisations, including other schools, South Tyneside Council and other local authorities, and the Department for Education.

2. Why we collect and use this information

Boldon School is obliged to collect and use personal information about pupils and their families. We use pupil and parent data:

- to support pupil learning
- to monitor and report on pupil progress
- to provide appropriate pastoral and medical care
- for safeguarding and pupil welfare purposes
- to administer school admissions waiting lists
- for research purposes
- to inform you about events and other things happening in the school
- to assess the quality of our services
- to comply with the law

3. The lawful basis on which we use this information

Our lawful basis for collecting and processing pupil information is defined under Article 6(1) of the GDPR, and the following sub-paragraphs apply:

- a) Data subject gives consent for one or more specific purposes.
- b) Processing is necessary for the performance of a contract.
- c) Processing is necessary to comply with the legal obligations of the controller.
- d) Processing is necessary to protect the vital interests of the data subject.
- e) Processing is necessary for tasks in the public interest or exercise of authority vested in the controller (the provision of education).

Our lawful basis for collecting and processing pupil information is also further defined under Article 9(2) of the GDPR in that some of the information we process is sensitive personal information, for example, personal data relating to race or ethnic origin, religious beliefs, data concerning health) and the following sub-paragraphs in Article 9(2) of the GDPR apply:

- a) The data subject has given explicit consent to the processing
- b) Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the school or of pupils and their parents
- c) Processing is necessary to protect the vital interests of the data subject
- d) Processing is necessary for the establishment, exercise or defence of legal claims
- e) Processing is necessary for reasons of substantial public interest
- f) Processing is necessary for the purposes of preventative or occupational medicine and the provision of health or social care or treatment.
- g) Processing is necessary for reasons of public interest in the area of public health

Where we have obtained consent to use pupils' personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using pupils' personal data overlap, and there may be several grounds which justify our use of this data.

An example of how we use the information you provide is:

The submission of the school census returns, including a set of named pupil records, is a statutory requirement on schools under Section 537A of the Education Act 1996.

Putting the school census on a statutory basis:

- *means that schools do not need to obtain parental or pupil consent to the provision of information*
- *ensures schools are protected from any legal challenge that they are breaching a duty of confidence to pupils*
- *helps to ensure that returns are completed by schools*

4. Collecting pupil information

Whilst the majority of pupil information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this. Where we have obtained consent to use pupils' personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

5. Storing pupil data

We have robust data protection policies and procedures in place to protect the personal information that we hold about you and your child(ren), which are regularly reviewed. Further information about our data protection policies can be found by contacting the school office.

We hold pupil data whilst your child remains at Boldon School. The file we hold about your child will follow them when they leave our school. However, where there is a legal obligation to retain information about your child once he/she has left our school, it will be retained in line with the council's School Retention Schedule. Full details of data retention periods adopted by Boldon School can be found in South Tyneside Council's School Retention Schedule.

6. Who we share pupil information with

We routinely share pupil information with appropriate third parties, including:

- South Tyneside Council and other local authorities – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions
- The Department for Education
- The pupil's family and representatives
- Educators and examining bodies
- Ofsted
- Suppliers and service providers to provide you or your child with access to applications, for example, the SIMS Pay360 payment system, Pearson Active Learn and GCSEpod to enable them to provide the service we have contracted them for or for the purposes of helping school to deliver the national curriculum.
- Central and local government
- Health authorities
- Health and social welfare organisations
- Professional advisers and consultants
- Police forces, courts, tribunals
- Professional bodies
- Schools that the pupil's attend after leaving us

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law. Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with EU data protection law. When transferring personal information outside the EEA, we will:

- include the standard contractual data protection clauses approved by the European Commission for transferring personal information outside the EEA into our contracts with those third parties (these are the clauses approved under Article 46.2 of the General Data Protection Regulation (GDPR)); or
- ensure that the country in which your personal information will be handled has been deemed "adequate" by the European Commission under Article 45 of the GDPR.

You can find out further information about the rules on data transfers outside the EEA, including the mechanisms that we rely upon, on the European Commission website [here](#)

7. Why we share pupil information

We do not share information about our pupils with anyone without consent unless the law and our policies allow us to do so.

We share pupils' data with the Department for Education (DfE) on a statutory basis. This data sharing underpins school funding and educational attainment policy and monitoring. We may share information with third parties that contract with DfE

We are required to share information about our pupils, or former pupils, with South Tyneside Council and the DfE under section 3 of The Education (Information about Individual Pupils) (England) Regulations 2013.

8. Data collection requirements:

To find out more about the data collection requirements placed on us by the Department for Education (for example; via the school census) visit:

<https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

Youth Support Services

Pupils aged 13+

Once our pupils reach the age of 13, we also pass information to South Tyneside Council and / or the provider of youth support services as they have responsibilities in relation to the education or training of 13-19 year olds under section 507B of the Education Act 1996. This enables them to provide support services as follows:

- youth support services
- Careers advisers

Youth Support services pass on some of information they collect to the (DfE) to enable them to assess the local authorities' performance and determine the destinations of young people after they have left compulsory education. If you require more information about how the DfE store and use your information please visit the [Gov.uk website](#).

Data is securely transferred to the youth support service via Egress Switch and is on our management information system (SIMS).

A parent or guardian can request that **only** their child's name, address and date of birth is passed to their local authority or provider of youth support services by informing us. This right is transferred to the child once he/she reaches the age of 16 years old.

Pupils aged 16+

We will also share certain information about pupils aged 16+ with South Tyneside Council and / or the provider of youth support services as they have responsibilities in relation to the education or training of 13-19 year olds under section 78 of the Education and Skills Act 2008

This enables them to provide services as follows:

- post 16 education and training providers
- youth support services
- careers advisers (for the purposes of securing appropriate support on entry to post 16 provision)

Youth Support services pass on some of information they collect to the (DfE) to enable them to assess the local authorities' performance and determine the destinations of young people after they have left compulsory education. If you require more information about how the DfE store and use your information please visit the [Gov.uk website](https://www.gov.uk).

A parent or guardian can request that **only** their child's name, address and date of birth is passed to their local authority or provider of youth support services by informing us. This right is transferred to the child once he/she reaches the age of 16 years old.

9. The National Pupil Database (NPD)

The NPD is owned and managed by the DfE and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.

We are required by law, to provide information about our pupils to the DfE as part of statutory data collections such as the school census and early years' census. Some of this information is then stored in the NPD. The law that allows this is the Education (Information About Individual Pupils) (England) Regulations 2013.

To find out more about the NPD, go to

<https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>.

DfE may share information about our pupils from the NPD with third parties who promote the education or well-being of children in England by:

- Conducting research or analysis
- Producing statistics

- Providing information, advice or guidance

The DfE has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether the DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- Who is requesting the data
- The purpose for which it is required
- The level and sensitivity of data requested: and
- The arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the DfE data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the DfE has provided pupil information, (and for which project), please visit the following website:

<https://www.gov.uk/government/publications/national-pupil-database-requests-received>

You can contact the DfE for further information using the hyperlink <https://www.gov.uk/contact-dfe>

10. Requesting access to your personal data and your Data Protection Rights

Under data protection legislation, parents and pupils have the right to request access to information about them that we hold, through a Subject Access Request (SAR)

Parents/carers can make a request with respect to their child's data where the child is not considered mature enough to understand their rights over their own data (usually under the age of 12), or where the child has provided consent.

Parents have the right to make a subject access request with respect to any personal data the school holds about them.

If you make a subject access request, and we hold information about you or your child, we will:

- Give you a description of it
- Tell you why we are holding, and processing it, and how long we will keep it for
- Explain where we got it from, if not from you or your child
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

To make a SAR for your personal information, or the personal information of your child(ren), contact **Head Teacher's PA via info@boldonschool.org.uk**

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate or incomplete personal data rectified, blocked, restricted, erased or destroyed.
- claim compensation for damages caused by a breach of the Data Protection regulations

11. Requesting access to your child's educational record

Parents have a right of access to their child's educational record under the Education (Pupil Information) (England) Regulations 2005. A parent wishing to exercise their right of access to their child's educational record under the Regulations must make their request in writing to the Board of Governors.

We are obliged to deal with a request that comprise, in whole or in part, a child's education record within 15 school days. Requests to view the educational record are free. We may charge a fee for supplying a copy of the educational record under the Regulations, however, the fee must not exceed the cost of supplying the information. We will notify you of any charges that may be applicable.

12. Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with **Head Teacher's PA** in the first instance.

Alternatively, you can raise a concern or complaint with the Information Commissioner's Office (ICO). The ICO can be contacted on 0303 123 1113, Monday to Friday 9am – 5pm.

You can also report concerns and make complaints online via <https://ico.org.uk/make-a-complaint/>

13. Data Protection Complaints Procedure

What this process is for

This process explains how you can complain if you think we have not handled personal information properly.

A data protection complaint can be about:

- how we responded to a subject access request (SAR) or other information rights request;
- how we kept information secure (including concerns about a data breach); or
- how we collected, used, shared, stored, kept or corrected personal information.

Who can complain?

Anyone can raise a data protection complaint about how we have used their personal information (or information of someone they act on behalf of).

How to make a data protection complaint

You can complain directly to us in whatever way is easiest for you. We accept complaints via email, letter or telephone. Alternatively you can send your complaint to:

Head Teacher's PA

Email: info@boldonschool.org.uk

Telephone: 0191 536 2176

Post: Boldon School, New Road, Boldon Colliery, NE35 9DZ

What to include (if you can)

If you are not using the online form, please include the following:

- your name and contact details;
- If you are complaining on behalf of someone else, please provide their name and contact details;
- what happened and when;
- what personal information you think is involved;
- what outcome you would like.

If you are complaining on behalf of someone else, we may need evidence you have authority to do so (for example, parental responsibility or written consent, depending on the circumstances).

What we will do when we receive your complaint

We will acknowledge receipt within 30 days.

Our acknowledgement will confirm we've received it and that we are looking into it.

Sometimes we can investigate and provide a full outcome within 30 days. In that case, we may not send a separate acknowledgement first.

We will investigate and keep you informed

We will take appropriate steps without undue delay, including making enquiries and keeping you informed.

We may ask you for more information if we need it to understand the issue.

Timescales for our response

We aim to resolve all complaints as quickly as possible.

We will provide an outcome without an unjustifiable or undue delay once our investigation is finished. If your complaint is complex and will take longer, we will explain why and keep you updated.

The outcome you will receive

When we respond, we will:

- explain what we found and how we reached our conclusion
- where applicable, explain what we have done to resolve the issue and any actions taken (if appropriate)

If you are unhappy with our outcome

If you remain unhappy, you can ask us to review our response. We may be able to clarify our reasoning or provide more detail. (There is no requirement for you to wait for a review before contacting the ICO.)

How to request a review: email info@boldonschool.org.uk within 14 days of our outcome letter, explaining what you think we missed or got wrong.

Your right to complain to the ICO

You have the right to complain to the Information Commissioner's Office (ICO) at any point. In most cases, the ICO will expect you to raise your complaint with us first.

Records and learning

We keep records of complaints and our actions so we can respond properly and learn lessons to improve.

Data Protection Complaint Form

Your details

Your name	
Preferred contact method	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Post
Email	
Phone	
Postal address (optional)	

Are you complaining on behalf of someone else?

No Yes (if yes, please complete the section below)

Name of person you are complaining for	
Your relationship to them	
Do you have authority to act for them?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure
Evidence of authority (if needed)	<input type="checkbox"/> Written consent <input type="checkbox"/> Other:

What is your complaint about? (tick all that apply)

- Access to information / Subject Access Request (SAR)
- Sharing information with someone else
- Keeping information secure (possible data breach)
- Inaccurate information / request to correct information
- Keeping information too long / deleting information
- Using information unfairly or without a clear reason
- CCTV / photos / video / biometric data
- Other (please explain): _____

What happened?

Please describe what you think went wrong. Include dates, times, and names where you can.

Summary of the issue:

When did this happen (date(s))?

Where did it happen

Who was involved (names/roles if known)?

What personal information do you think is involved (if known)?

What have you done so far?

Have you already contacted school about this? No Yes

If yes, please include who you contacted, how, when, and what response you received (if any).

G. What outcome would you like?

- An explanation of what happened
- Correction of my / who I'm acting on behalf of information
- Deletion of information (where appropriate)
- Restriction on how information is used/shared
- An apology
- Changes to processes to prevent it happening again
- Confirmation of what action has been taken

Other: _____

Details of the outcome you are seeking:

Supporting evidence (optional)

You can attach copies of relevant documents (please do not send original documents).

- Emails/letters
- Screenshots
- SAR request/response
- Other: _____

List of attachments (if any):

- 1) _____
- 2) _____
- 3) _____

Declaration

I confirm that the information in this complaint is true to the best of my knowledge.

Name	
Signature (if printing)	
Date	

How to send this form

Send this form by email or post to:

Head Teacher's PA

Email: info@boldonschool.org.uk

Post: Boldon School, New Road, Boldon Colliery, NE35 9DZ

Phone (if you need help): 0191 536 2176

What happens next

We will acknowledge your complaint within 30 days and investigate it without undue delay. You also have the right to complain to the Information Commissioner's Office (ICO).