



PRIVACY NOTICE FOR PARENTS / CARERS OF PUPILS OF HEATHLANDS SCHOOL

INCLUDING PAST AND PROSPECTIVE PARENTS/CARERS

Heathlands School collects data and information about parents / carers of our pupils so that we can operate effectively as a school. This privacy notice explains how and why we collect data, what we do with it and what rights parents have.

The term “parent” includes

- the natural or adoptive parents (regardless of whether parents are or were married, whether a father is named on a birth certificate or has parental responsibility for the pupil, with whom the pupil lives or whether the pupil has contact with that parent),
- non-parents who have parental responsibility for the pupil,
- Carers with whom the pupil lives.

It is possible for a pupil to have several “parents” for the purposes of education law.

This privacy notice also covers other members of pupils’ families who we may process data about from time to time, including, for example, siblings, aunts and uncles and grandparents. Some data is also held on past or prospective parents.

We collect information about parents / carers before pupils join the school and update it during pupils’ time on the roll when new information is acquired.

Why do we collect and use parent / carer information?

We collect and use parent / carer information under the following lawful bases:

- (a) Where we need to comply with a legal obligation
- (b) Where we need to protect your interests (or someone else’s interests)
- (c) Where it is needed in the public interest or for official purposes
- (d) Where we have your consent.

We use the parent / carer data to support our functions of running a school, in particular:

- to manage admissions to the school;
- to maintain a list of prospective pupils;
- to support pupil learning;
- to monitor and report on pupil progress;
- to provide appropriate pastoral care;
- to assess the quality of our services;
- to comply with the law regarding data sharing;
- for the protection and welfare of pupils and others in the school, including our safeguarding / child protection obligations;
- for the safe and orderly running of the school;
- to promote the school;
- to send you communications that may be of interest to you which may include information about school events or activities, news, campaigns, appeals, other fundraising activities, including PTA matters;
- in order to respond to investigations from our regulators or to respond to complaints raised by our stakeholders;
- in connection with any legal proceedings threatened or commenced against the school.

The categories of parent / carer information that we collect, hold and share include:

- a. Personal information (such as name, address, telephone number and email address);

- b. Information relating to your identity, marital status, employment status, religion, ethnicity, language, medical conditions, nationality, country of birth and free school meal / pupil premium eligibility / entitlement to certain benefits, information about court orders in place affecting parenting arrangements for pupils;
- c. Safeguarding and child protection information.

Sensitive Information

We might also process sensitive personal data about parents / carers e.g. information about criminal proceedings, convictions or information about child protection and safeguarding.

This sensitive information is not routinely collected about parents / carers. It is only likely to be processed by the school in specific circumstances relating to particular pupils, for example, if a child protection issue arises or if a parent / carer is involved in a criminal matter.

If the personal data we collect about parents / carers is sensitive personal data, we will only process it:

- a. In limited circumstances, with your consent.
- b. Where we need to carry out our legal obligations and in line with our Data Protection Policy which is available on request.
- c. Where it is needed in the public interest and in line with our Data Protection Policy.
- d. Where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

This information may be shared with external agencies such as the child protection team at the Local Authority, the Local Authority Designated Officer and / or the Police. This information will only be processed to the extent that it is lawful to do so and appropriate measures will be taken to keep the data secure.

Please see our Data Protection Policy for a definition of sensitive personal data.

Collecting parent / carer information

Most of information we collect about parents / carers is mandatory but some of it is provided to us voluntarily. To comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain parent / carer information to us or if you have a choice.

If there is no lawful basis for processing information we will ask for parents' / carers' consent to do so, e.g. we will ask your permission to use your information for marketing purposes or to request voluntary contributions.

Parents / carers may withdraw consent given in these circumstances at any time.

The School also uses CCTV cameras around the school site to keep the site secure and to protect staff and pupils. CCTV films may be used in disciplinary procedures (for staff or pupils) or to investigate other issues. CCTV footage involving parents / carers will only be processed lawfully. Please see our CCTV policy for more details.

Storing parent / carer data

A lot of personal data is stored electronically, for example, on our database, SIMS. Some information may also be stored as a hard copy. Data stored electronically may be saved on a cloud based system which may be hosted in a different country.

Personal data may be transferred to other countries if, for example, we are arranging a school trip to a different country. Appropriate steps will be taken to keep the data secure.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, insurance or reporting requirements.

The retention periods for different aspects of your personal information are available in our Records Management Policy which is available on request. To decide the appropriate retention period for personal data, we think about:

- the amount, nature, and sensitivity of the personal data,
- the potential risk of harm from unauthorised use or disclosure of your personal data,

- the purposes for which we process your personal data and whether we can achieve this in a different way,
- the legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

When you are no longer a parent / carer e.g. when your child leaves our school, we will retain and securely destroy your personal information in accordance with our data retention policy and applicable laws and regulations.

Who do we share parent / carer information with?

We routinely share parent / carer information with:

- schools and colleges that pupils attend or plan to attend after leaving us.

We may also share parent / carer information with other third parties including the following:

- our local authority, Hertfordshire County Council;
- a pupil's home local authority (if different);
- the Department for Education (DfE);
- school governors
- the Police and law enforcement agencies;
- Health professionals including the school nurse, educational psychologists,
- Speech and Language Therapists and other NHS professionals regularly working with pupils;
- CAMHS;
- Social care agencies;
- Other specialist support agencies e.g. teachers for the Visually Impaired or Audiologists;
- Education Welfare Officers;
- Courts, if ordered to do so;
- the Teaching Regulation Authority;
- Prevent teams in accordance with the Prevent Duty on schools;
- our legal advisors;
- our insurance providers / the Risk Protection Arrangement;

Some of the organisations listed above are joint data controllers. This means we are all responsible to you for how we process your data.

When we share personal data about parents / carers with third parties, we will provide the minimum amount of personal data necessary to fulfil the purpose.

Requesting access to your personal data

Under data protection legislation, parents / carers have the right to request access to information about them that we hold ("Subject Access Request"). To make a request for your or your child's personal data, or be given access to your child's educational record, contact the Data Protection Officer dpo@heathlands.herts.sch.uk. Any written request for personal data will be treated as a Subject Access Request.

The legal timescales for the School to respond to a Subject Access Request is one calendar month. As the School has limited staff resources in school holidays we encourage parents / carers to make Subject Access Requests during term time. If possible, parents are asked to avoid sending a request when the School is closed or is about to close for the holidays. This will help us to respond to your request as promptly and comprehensively as possible.

Usually 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 fee if your request for access is 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 security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

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 the purpose of direct marketing;
- object to decisions being taken by automated means;
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of our data protection responsibilities.

Right to withdraw consent

If you 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 the School Office in person or email admin@heathlands.herts.sch.uk .

If you withdraw your consent we will no longer process your information for the purpose you originally agreed to for the future, unless we have another legitimate basis for doing so in law.

If consent has previously been given for the use of photographs and videos of your child and of his/her work, it will not be possible to backdate your withdrawal of consent to images already published. The withdrawal of consent will only apply to future publications.

Data Protection Officer

We have appointed a data protection officer (DPO) to monitor compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO:

Samantha Humphries
 Heathlands School
 Heathlands Drive
 St Albans
 AL3 5AY

Tel: 01727 807807

Email: dpo@heathlands.herts.sch.uk

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

Changes to this Privacy Notice

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

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 us in the first instance.

To make a complaint, please contact our data protection officer dpo@heathlands.herts.sch.uk.

Alternatively, you can make a complaint to the Information Commissioner's Office at the contact details listed above.

Contact us

If you have any questions, concerns or would like more information about anything in this privacy notice, please contact our data protection officer.

This notice is based on the [Department for Education's model privacy notice](#) for pupils, amended for parents and to reflect the way we use data in this school.