

Data Protection Policy

**St Helen's School
September 2021**

Data Protection Policy

Introduction

- 1 **Introduction:** This policy is about your obligations under data protection law. Data protection is about regulating the way that the School uses and stores information about identifiable people (**Personal Data**). Data protection law also gives people various rights regarding their data - such as the right to access a copy of the Personal Data that the School holds on them.
- 2 **Lawful treatment of data:** As a school, we will collect, store and process Personal Data about our staff, pupils, parents, suppliers and other third parties. We recognise that the correct and lawful treatment of this data will maintain confidence in the School and will ensure that the School operates successfully.
- 3 In addition to this policy, you must also read the following which are relevant to data protection:
 - 3.1 the School's privacy notices for staff, pupils and parents;
 - 3.2 IT acceptable use policy for staff;
 - 3.3 the information security policy; and
 - 3.4 [• guidance for staff on the use of photographs and videos of pupils by the School].
- 4 **Application:** This policy is aimed at all staff working in the School (whether directly or indirectly), whether paid or unpaid, whatever their position, role or responsibilities, which includes employees, governors, contractors, agency staff, work experience / placement students and volunteers.
- 5 **Obligation:** You are obliged to comply with this policy when processing Personal Data on our behalf. Any breach of this policy may result in disciplinary action.
- 6 **Queries:** The Business Director is responsible for helping you to comply with the School's obligations. All queries concerning data protection matters should be raised with the Business Director.

Personal Data

- 7 **Personal Data:** Personal Data is information that relates to a living person who can be identified either from that information alone, or from information when combined with other information. Information as simple as someone's name and address is their Personal Data.
- 8 **Personal Data at work:** In order for you to do your job, you will need to use and create Personal Data. Virtually anything might include Personal Data.
- 9 Examples of places where Personal Data might be found are:
 - 9.1 on a computer database;
 - 9.2 in a file, such as a pupil report;
 - 9.3 a register or contract of employment;
 - 9.4 pupils' exercise books, coursework and mark books;
 - 9.5 health records; and
 - 9.6 email correspondence.
- 10 Examples of documents where Personal Data might be found are:
 - 10.1 a report about a child protection or safeguarding incident;

- 10.2 a record about disciplinary action taken against a member of staff;
- 10.3 School newsletters;
- 10.4 photographs and videos of pupils;
- 10.5 a tape recording of a job interview;
- 10.6 contact details and other personal data held about pupils, parents and staff and their families;
- 10.7 contact details of a member of the public who is enquiring about placing their child at the School;
- 10.8 financial records of a parent;
- 10.9 information on a pupil's performance; and
- 10.10 an opinion about a parent or colleague in an email.

These are just examples - there may be many other things that you use and create that would be considered Personal Data. Data Protection law requires us to be extra careful when handling personal data about children.

11 **Critical School Personal Data:** The following types of information are referred to as **Critical School Personal Data** in this policy. You must be particularly careful when dealing with Critical School Personal Data.

12 Critical School Personal Data is information about:

- 12.1 safeguarding or child protection matters;
- 12.2 someone's special educational needs;
- 12.3 financial information (for example, a parent's bank details or a staff member's salary);
- 12.4 an individual's racial or ethnic origin;
- 12.5 an individual's political opinions;
- 12.6 someone's religious or philosophical beliefs;
- 12.7 trade union membership;
- 12.8 someone's physical or mental health. This includes information about the provision of health care which reveals information about their health status;
- 12.9 sex life including sexual orientation;
- 12.10 actual or alleged criminal activity;
- 12.11 serious allegations made against an individual (whether or not the allegations amount to a criminal offence and whether or not the allegations have been proved);
- 12.12 biometrics (for example fingerprints used for controlling access to a building); and
- 12.13 genetic information.

If you have any questions about your processing of these categories of Critical School Personal Data please speak to the Business Director.

Your obligations

13 Personal Data must be processed fairly, lawfully and transparently

- 13.1 What does this mean in practice?
- 13.1.1 "Processing" covers doing virtually anything in relation to Personal Data, including using, sharing (internally or externally), copying and storing it.
- 13.1.2 People must be told what data is collected about them, what it is used for, and who it might be shared with. They must also be given other information, such as, what rights they have in their data, how long we keep it for and about their right to complain to the Information Commissioner's Office (the data protection regulator).
- 13.2 This information is provided in a document known as a Privacy Notice. Copies of the School's privacy notices can be accessed on the School's website. You must familiarise yourself with all of the School's privacy notices.
- 13.3 If you are using Personal Data in a way which someone might think is unfair please speak to the Business Director.
- 13.4 You must only process Personal Data for the following purposes:
- 13.4.1 ensuring that the School provides a safe and secure environment;
- 13.4.2 providing pastoral care including safeguarding, child protection and promoting the welfare of our pupils;
- 13.4.3 in relation to HR and staff matters;
- 13.4.4 providing education and learning for our pupils;
- 13.4.5 providing additional activities for pupils and parents (for example activity clubs);
- 13.4.6 protecting and promoting the School's interests and objectives (for example fundraising and commercial ventures); and
- 13.4.7 to fulfil the School's contractual and other legal obligations.
- 13.5 **Use of Personal Data:** If you want to do something with Personal Data that is not on the above list, or is not set out in the relevant privacy notice(s), you must speak to the Business Director. This is to make sure that the School can lawfully use the Personal Data.
- 13.6 **Consent:** We may sometimes rely on the consent of the individual to use their Personal Data. This consent must meet certain requirements and therefore you must speak to the Business Director if you think that you may need to seek consent. If you are not an employee of the School (for example, if you are a volunteer), then you must be extra careful to make sure that you are only using Personal Data in a way that has been expressly authorised by the School.

14 You must only process Personal Data for specified, explicit and legitimate purposes

- 14.1 What does this mean in practice?
- 14.1.1 You must not use personal data for a reason that is incompatible with the original reason for collecting it. For example, if pupils are told that they will be photographed to enable staff to recognise them when writing references, you must not use those photographs for another purpose (e.g. in the School's prospectus). Please see the School's Code of Conduct for further information relating to the use of photographs and videos.

15 Personal Data held must be adequate and relevant for the purpose

15.1 What does this mean in practice?

15.1.1 This means not making decisions based on incomplete data. For example, when writing reports you must make sure that you are using all of the relevant information about the pupil and when making a note of a disciplinary incident you must include all relevant details.

16 You must not collect or use excessive or unnecessary Personal Data

16.1 What does this mean in practice?

16.1.1 You must limit the Personal Data that you collect or use to the minimum needed to meet your objectives. For example, you do not need to share with all staff that a pupil has a health condition, only those staff that need to know or you must only collect information about a pupil's siblings if that Personal Data has some relevance, such as [• allowing the School to determine if a sibling fee discount is applicable].

17 The Personal Data that you hold must be accurate

17.1 What does this mean in practice?

17.1.1 You must ensure that Personal Data is complete and kept up to date. For example, if a parent notifies you that their contact details have changed, you must ensure that the School's information management system has been updated.

18 You must not keep Personal Data longer than necessary

18.1 What does this mean in practice?

18.1.1 The School has a policy about how long different types of data should be kept for and when data should be destroyed. This applies to both paper and electronic documents. You must be particularly careful when you are deleting or disposing of data and must check the policy before doing so. You must only delete Personal Data if you are authorised to do so.

18.1.2 Please speak to the Business Director for guidance on the retention periods and secure deletion.

19 You must keep Personal Data secure

19.1.1 This is a high risk area of data protection for the School. Personal Data must be kept safe at all times. This includes paper and electronic information.

19.1.2 You must comply with the following School policies and guidance relating to the handling of Personal Data:

(a) IT acceptable use policy for staff; and

20 You must not transfer Personal Data outside the UK without adequate protection

20.1 What does this mean in practice?

20.1.1 If you need to transfer Personal Data outside the UK please contact the Business Director. For example, if you are arranging a school trip to another country.

21 Accountability

- 21.1 The School must be able to demonstrate its compliance with the data protection law. You are responsible for understanding your particular responsibilities under this policy to help ensure we meet our accountability requirements.
- 21.2 Before using personal data in a new way, or in a way that might present a risk to individuals if something went wrong (e.g. before implementing new software to store medical information) please speak to the Business Director.

Sharing Personal Data outside of the School - dos and don'ts

22 **Dos and don'ts:** Please review the following dos and don'ts:

- 22.1 **DO** share Personal Data on a need to know basis only - think about why it is necessary to share data outside of the School - if in doubt - always ask your Manager / the Business Director.
- 22.2 **DO** encrypt emails which contain Critical School Personal Data described in paragraph 11 above. For example, encryption must be used when sending details of a safeguarding or child protection incident to social services. Further information on encryption can be found in the Information Security policy.
- 22.3 **DO** make sure that you have permission from your Manager or the Business Director to share Personal Data on the School website or social media accounts.
- 22.4 **DO** check with the IT Manager or the Business Director before using an app or other software that has not been authorised by the School.
- 22.5 **DO** share Personal Data in accordance with the School's Safeguarding and Child Protection Policy. If you have any questions or concerns relating to safeguarding or child protection, you must contact the Designated Safeguarding Lead.
- 22.6 **DO** be aware of "blagging". This is the use of deceit to obtain Personal Data from people or organisations. You must seek advice from the Business Director where you are suspicious as to why the information is being requested or if you are unsure of the identity of the requester (e.g. if a request has come from a parent but using a different email address).
- 22.7 **DO** be aware of phishing. Phishing is a way of making something (such as an email or a letter) appear as if it has come from a trusted source. This is a method used by fraudsters to access valuable personal details, such as usernames and passwords. Don't reply to email, text, or pop-up messages that ask for personal or financial information or click on any links in an email from someone that you don't recognise or if you have any concerns about the message. You must report all concerns about phishing to the IT department immediately. Further information on blagging and phishing can be found in the information security policy.
- 22.8 **DO NOT** disclose Personal Data to the police without permission from the Business Director (unless it is an emergency).
- 22.9 **DO NOT** disclose Personal Data to contractors or service providers without permission from the Business Director. This includes, for example, sharing Personal Data with an external marketing team to carry out a pupil recruitment event or with an online app or website.

Accessing or sharing Personal Data within the School

23 **Sharing Personal Data:** This section applies when Personal Data is accessed or shared within the School.

24 **Need to know basis:** Personal Data must only be accessed or shared within the School on a "need to know" basis.

Examples which are likely to comply with data protection law:

- 24.1 a teacher discussing a pupil's academic progress with other members of staff (for example, to ask for advice on how best to support the pupil);
- 24.2 sharing Personal Data in accordance with the School's Safeguarding and Child Protection policy;
- 24.3 informing an exam invigilator that a particular pupil suffers from panic attacks; and
- 24.4 disclosing details of a teaching assistant's allergy to bee stings to colleagues so that you / they will know how to respond (but more private health matters must be kept confidential).

Examples which are unlikely to comply with data protection law:

- 24.5 the Headmistress being given access to all records kept by nurses working within the School (seniority does not necessarily mean a right of access);
- 24.6 a member of staff looking at a colleague's HR records without good reason. For example, if they are being nosey or suspect their colleague earns more than they do. In fact accessing records without good reason can be a criminal offence (see paragraph below);
- 24.7 informing all staff that a pupil has been diagnosed with dyslexia (rather than just informing those staff who teach the pupil); and
- 24.8 disclosing personal contact details for a member of staff (e.g. their home address and telephone number) to other members of staff (unless the member of staff has given permission or it is an emergency).

You must make sure that you file and save Personal Data in the correct place. For example, emails which may be needed in the future should not be stored in your inbox but instead stored somewhere centrally.

- 25 **Sharing of Personal Data and safeguarding:** You may share Personal Data to avoid harm, for example in child protection and safeguarding matters. You should have received training on when to share information regarding welfare, safeguarding and child protection issues. If you have not received this training please contact the Designated Safeguarding Lead as a matter of urgency.

Individuals' rights in their Personal Data

- 26 **Rights:** People have various rights in their information. You must be able to recognise when someone is exercising their rights so that you can refer the matter to the Business Director. These rights can be exercised either in writing (e.g. in an email) or orally.
- 27 **Individual's rights:** Please let the Business Director know if anyone (either for themselves or on behalf of another person, such as their child):
 - 27.1 wants a copy of the information the School holds about them or their child. This is commonly known as a subject access request;
 - 27.2 asks to withdraw any consent that they have given to use their information or information about their child;
 - 27.3 wants the School to delete any information;
 - 27.4 asks the School to correct or change information (unless this is a routine updating of information such as contact details);
 - 27.5 asks for personal data to be transferred to them or to another organisation;

- 27.6 wants the School to stop using their information for direct marketing purposes. Direct marketing has a broad meaning for data protection purposes and might include communications such as the School newsletter or alumni events information; or
- 27.7 objects to how the School is using their information or wants the School to stop using their information in a particular way, for example, if they are not happy that information has been shared with a third party.

28 Please note, a person may be committing a criminal offence if they alter, block, erase, destroy or conceal information to prevent it from being disclosed (for example, to prevent its disclosure under a subject access request). Therefore if you are asked to provide information or documents to a colleague who is preparing a response to a subject access request then you must make sure that you provide everything.

Requests for Personal Data (Subject Access Requests)

- 29 **The right to request Personal Data:** One of the most commonly exercised rights mentioned in the section above is the right to make a Subject Access Request. Under this right people are entitled to request a copy of the Personal Data which the School holds about them (or in some cases their child) and to certain supplemental information.
- 30 **Form of request:** Subject Access Requests do not have to be labelled as such and do not even have to mention data protection. For example, an email which simply states "Please send me copies of all emails you hold about me" is a valid Subject Access Request. You must always immediately let the Business Director know when you receive any such requests.
- 31 **If you receive a Subject Access Request:** Receiving a Subject Access Request is a serious matter for the School and involves complex legal rights. Staff must never respond to a Subject Access Request themselves unless authorised to do so.
- 32 **Disclosure:** When a Subject Access Request is made, the School must disclose all of that person's Personal Data to them which falls within the scope of his / her request - there are only very limited exceptions. There is no exemption for unprofessional comments or embarrassing information - so think carefully when writing comments about people as they could be disclosed following a Subject Access Request. However, this must not deter you from recording and passing on information where this is appropriate to fulfil your professional duties, particularly in relation to safeguarding and child protection matters.

Breach

- 33 **Breach:** A breach of this policy may be treated as misconduct and could result in disciplinary action including in serious cases, dismissal.
- 34 **Criminal offence:** A member of staff who deliberately or recklessly obtains or discloses Personal Data held by the School without proper authority might be committing a criminal offence. In some cases, it can also be an offence to re-identify information which has been de-identified. For example, if names have been removed from information to protect the privacy of the individuals and you were to re-insert the names. Please speak to the Business Director before doing this.