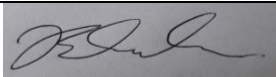


# Townhill Junior School



## GDPR Data Protection Policy

GDPR Data Protection Policy			
<b>Date last amended:</b>	7 <sup>th</sup> January 2024	<b>Approved by:</b>	Townhill Junior School Full Governing Body
<b>Approval date:</b>	15 <sup>th</sup> January 2024	<b>Signed:</b>	 Jo Proctor
<b>Review Date:</b>	February 2026		Chair of Governors

# Townhill Junior School

## GDPR Data Protection Policy



### Recommended Associated Documents:

- Safeguarding & Child Protection Policy
- Online Safety Policy
- Freedom of Information Policy

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## Statement of intent

Townhill Junior School is required to keep and process certain information about its staff members and pupils in accordance with its legal obligations under the General Data Protection Regulation (GDPR).

The school may, from time to time, be required to share personal information about its staff or pupils with other organisations, mainly the LA, other schools and educational bodies, and potentially social services.

This policy is in place to ensure all staff and governors are aware of their responsibilities and outlines how the school complies with the following core principles of the GDPR.

Organisational methods for keeping data secure are imperative, and Townhill Junior School believes that it is good practice to keep clear practical policies, backed up by written procedures.

### 1. Legal Framework

1.1 This policy has due regard to legislation, including, but not limited to the following:

The General Data Protection Regulation (GDPR)

The Freedom of Information Act 2000

The Education (Pupil Information) (England) Regulations 2005 (as amended in 2016)

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004

The School Standards and Framework Act 1998

1.2 This policy will also have regard to the following guidance:

Information Commissioner's Office (2017) „Overview of the General Data Protection Regulation (GDPR)“

Information Commissioner's Office (2017) „Preparing for the General Data Protection Regulation (GDPR) 12 steps to take now“

### 2. Applicable Data

2.1 For the purpose of this policy, **personal data** refers to information that relates to an identifiable, living individual, including information such as an online identifier, such as an IP address. The GDPR applies to both automated personal data and to manual filing systems, where personal data is accessible according to specific criteria, as well as to chronologically ordered data and pseudonymised data, e.g. key-coded.

2.2 **Sensitive personal data** is referred to in the GDPR as “special categories of personal data”, which are broadly the same as those in the Data Protection Act (DPA) 1998. These specifically include the processing of genetic data, biometric data and data concerning health matters.

### **3. Principles**

3.1 In accordance with the requirements outlined in the GDPR, personal data will be:

Processed lawfully, fairly and in a transparent manner in relation to individuals.

Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.

Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

Accurate and, where necessary, kept up-to-date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.

Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods, insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.

Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

3.2 The GDPR also requires that "the controller shall be responsible for, and able to demonstrate, compliance with the principles".

### **4. Accountability**

4.1 Townhill Junior School will implement appropriate technical and organisational measures to demonstrate that data is processed in line with the principles set out in the GDPR.

4.2 The school will provide comprehensive, clear and transparent privacy policies.

4.3 Records of activities relating to higher risk processing will be maintained, such as the processing of special categories data or that in relation to criminal convictions and offences.

4.4 Internal records of processing activities will include the following:

Names and details of the organisation.

Purpose(s) of the processing.

Description of the categories of individuals and personal data.

Retention schedules.

Categories of recipients of personal data.

Description of technical and organisational security measures.

Details of transfers to third countries, including documentation of the transfer mechanism safeguards in place.

4.5 The school will implement measures that meet the principles of data protection by design and data protection by default, such as:

Data minimisation.

Pseudonymisation.

Transparency.

Allowing individuals to monitor processing.

Continuously creating and improving security features.

4.6 Data protection impact assessments will be used, where appropriate

## **5. Data Protection Officer (DPO)**

5.1 The DPO is Sian Carr (Headteacher) and their role is to:

Inform and advise the school and its employees about their obligations to comply with the GDPR and other data protection laws.

Monitor the school's compliance with the GDPR and other laws, including managing internal data protection activities, advising on data protection impact assessments, conducting internal audits, and providing the required training to staff members.

5.2 An existing employee will be appointed to the role of DPO provided that their duties are compatible with the duties of the DPO and do not lead to a conflict of interests.

5.3 The individual appointed as DPO will have professional experience and knowledge of data protection law, particularly that in relation to schools.

5.4 The DPO will report to the Chair of Governors.

5.5 The DPO will operate independently and will not be dismissed or penalised for performing their task

5.6 Sufficient resources will be provided to the DPO to enable them to meet their GDPR obligations.

## **6. Lawful processing**

6.1 The legal basis for processing data will be identified and documented prior to data being processed.

6.2 Under the GDPR, data will be lawfully processed under the following conditions:

The consent of the data subject has been obtained.

Processing is necessary for:

Compliance with a legal obligation.

The performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

For the performance of a contract with the data subject or to take steps to enter into a contract.

Protecting the vital interests of a data subject or another person.

For the purposes of legitimate interests pursued by the controller or a third party,

except where such interests are overridden by the interests, rights or freedoms of the data subject.

6.3 Sensitive data will only be processed under the following conditions:

Explicit consent of the data subject, unless reliance on consent is prohibited by EU or Member State law.

Processing carried out by a not-for-profit body with a political, philosophical, religious or trade union aim provided the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes) and provided there is no disclosure to a third party without consent.

Processing relates to personal data manifestly made public by the data subject.

Processing is necessary for:

Carrying out obligations under employment, social security or social protection law, or a collective agreement.

Protecting the vital interests of a data subject or another individual where the data subject is physically or legally incapable of giving consent.

The establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity.

Reasons of substantial public interest on the basis of Union or Member State law which is proportionate to the aim pursued and which contains appropriate safeguards.

The purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of Union or Member State law or a contract with a health professional.

Reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of healthcare and of medicinal products or medical devices.

Archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes in accordance with Article 89(1).

## **7. Consent**

7.1 Consent must be a positive indication. It cannot be inferred from silence, inactivity or pre-ticked boxes.

7.2 Consent will only be accepted where it is freely given, specific, informed and an unambiguous indication of the individual's wishes.

7.3 Where consent is given, a record will be kept documenting how and when consent was given.

7.4 The school ensures that consent mechanisms meet the standards of the GDPR. Where the standard of consent cannot be met, an alternative legal basis for processing the data must be found, or the processing must cease.

7.5 Consent accepted under the DPA will be reviewed to ensure it meets the standards of the GDPR; however, acceptable consent obtained under the DPA will not be re-obtained.

- 7.6 Consent can be withdrawn by the individual at any time.
- 7.7 The consent of parents will be sought prior to the processing of a child's data, except where the processing is related to preventative or counselling services offered directly to a child.

## **8. The right to be informed**

- 8.1 The privacy notice supplied to individuals in regards to the processing of their personal data will be written in clear, plain language which is concise, transparent, easily accessible and free of charge.
- 8.2 If services are offered directly to a child, the school will ensure that the privacy notice is written in a clear, plain manner that the child will understand.
- 8.3 In relation to data obtained both directly from the data subject and not obtained directly from the data subject, the following information will be supplied within the privacy notice:

The identity and contact details of the controller, and where applicable, the controller's representative and the DPO.

The purpose of, and the legal basis for, processing the data.

The legitimate interests of the controller or third party.

Any recipient or categories of recipients of the personal data.

Details of transfers to third countries and the safeguards in place.

The retention period of criteria used to determine the retention period.

The existence of the data subject's rights, including the right to:

Withdraw consent at any time.

Lodge a complaint with a supervisory authority.

The existence of automated decision making, including profiling, how decisions are made, the significance of the process and the consequences.

- 8.4 Where data is obtained directly from the data subject, information regarding whether the provision of personal data is part of a statutory or contractual requirement and the details of the categories of personal data, as well as any possible consequences of failing to provide the personal data, will be provided.
- 8.5 Where data is not obtained directly from the data subject, information regarding the source the personal data originates from and whether it came from publicly accessible sources, will be provided.
- 8.6 For data obtained directly from the data subject, this information will be supplied at the time the data is obtained.
- 8.7 In relation to data that is not obtained directly from the data subject, this information will be supplied:

Within one month of having obtained the data.

If disclosure to another recipient is envisaged, at the latest, before the data are disclosed.

If the data are used to communicate with the individual, at the latest, when the first communication takes place.

## **9. The right of access**

- 9.1 Individuals have the right to obtain confirmation that their data is being processed.
- 9.2 Individuals have the right to submit a subject access request (SAR) to gain access to their personal data in order to verify the lawfulness of the processing.
- 9.3 The school will verify the identity of the person making the request before any information is supplied.
- 9.4 A copy of the information will be supplied to the individual free of charge; however, the school may impose a "reasonable fee" to comply with requests for further copies of the same information.
- 9.5 Where a SAR has been made electronically, the information will be provided in a commonly used electronic format.
- 9.6 Where a request is manifestly unfounded, excessive or repetitive, a reasonable fee will be charged.
- 9.7 All fees will be based on the administrative cost of providing the information.
- 9.8 All requests will be responded to without delay and at the latest, within one month of receipt.
- 9.9 In the event of numerous or complex requests, the period of compliance will be extended by a further two months. The individual will be informed of this extension, and will receive an explanation of why the extension is necessary, within one month of the receipt of the request.
- 9.10 Where a request is manifestly unfounded or excessive, the school holds the right to refuse to respond to the request. The individual will be informed of this decision and the reasoning behind it, as well as their right to complain to the supervisory authority and to a judicial remedy, within one month of the refusal.
- 9.11 In the event that a large quantity of information is being processed about an individual, the school will ask the individual to specify the information the request is in relation to.

## **10. The right to rectification**

- 10.1 Individuals are entitled to have any inaccurate or incomplete personal data rectified.
- 10.2 Where the personal data in question has been disclosed to third parties, the school will inform them of the rectification where possible.
- 10.3 Where appropriate, the school will inform the individual about the third parties that the data has been disclosed to.
- 10.4 Requests for rectification will be responded to within one month; this will be extended by two months where the request for rectification is complex.

- 10.5 Where no action is being taken in response to a request for rectification, the school will explain the reason for this to the individual, and will inform them of their right to complain to the supervisory authority and to a judicial remedy.

## **11. The right to erasure**

- 11.1 Individuals hold the right to request the deletion or removal of personal data where there is no compelling reason for its continued processing.

- 11.2 Individuals have the right to erasure in the following circumstances:

Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed

When the individual withdraws their consent

When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing

The personal data was unlawfully processed

The personal data is required to be erased in order to comply with a legal obligation

The personal data is processed in relation to the offer of information society services to a child

- 11.3 The school has the right to refuse a request for erasure where the personal data is being processed for the following reasons:

To exercise the right of freedom of expression and information

To comply with a legal obligation for the performance of a public interest task or exercise of official authority

For public health purposes in the public interest

For archiving purposes in the public interest, scientific research, historical research or statistical purposes

The exercise or defence of legal claims

- 11.4 As a child may not fully understand the risks involved in the processing of data when consent is obtained, special attention will be given to existing situations where a child has given consent to processing and they later request erasure of the data, regardless of age at the time of the request.

- 11.5 Where personal data has been disclosed to third parties, they will be informed about the erasure of the personal data, unless it is impossible or involves disproportionate effort to do so.

- 11.6 Where personal data has been made public within an online environment, the school will inform other organisations who process the personal data to erase links to and copies of the personal data in question.

## **12. The right to restrict processing**

- 12.1 Individuals have the right to block or suppress the school's processing of personal data.

- 12.2 In the event that processing is restricted, the school will store the personal data, but

not further process it, guaranteeing that just enough information about the individual has been retained to ensure that the restriction is respected in future.

- 12.3 The school will restrict the processing of personal data in the following circumstances:

Where an individual contests the accuracy of the personal data, processing will be restricted until the school has verified the accuracy of the data

Where an individual has objected to the processing and the school is considering whether their legitimate grounds override those of the individual

Where processing is unlawful and the individual opposes erasure and requests restriction instead

Where the school no longer needs the personal data but the individual requires the data to establish, exercise or defend a legal claim.

- 12.4 If the personal data in question has been disclosed to third parties, the school will inform them about the restriction on the processing of the personal data, unless it is impossible or involves disproportionate effort to do so.

- 12.5 The school will inform individuals when a restriction on processing has been lifted.

### **13. The right to data portability**

- 13.1 Individuals have the right to obtain and reuse their personal data for their own purposes across different services.

- 13.2 Personal data can be easily moved, copied or transferred from one IT environment to another in a safe and secure manner, without hindrance to usability.

- 13.3 The right to data portability only applies in the following cases:

To personal data that an individual has provided to a controller

Where the processing is based on the individual's consent or for the performance of a contract

When processing is carried out by automated means

- 13.4 Personal data will be provided in a structured, commonly used and machine-readable form.

- 13.5 The school will provide the information free of charge.

- 13.6 Where feasible, data will be transmitted directly to another organisation at the request of the individual.

- 13.7 Townhill Junior School is not required to adopt or maintain processing systems which are technically compatible with other organisations.

- 13.8 In the event that the personal data concerns more than one individual, the school will consider whether providing the information would prejudice the rights of any other individual.

- 13.9 The school will respond to any requests for portability within one month.

- 13.10 Where the request is complex, or a number of requests have been received, the timeframe can be extended by two months, ensuring that the individual is informed of the extension and the reasoning behind it within one month of the receipt of the request.
- 13.11 Where no action is being taken in response to a request, the school will, without delay and at the latest within one month, explain to the individual the reason for this and will inform them of their right to complain to the supervisory authority and to a judicial remedy.

#### **14. The right to object**

- 14.1 The school will inform individuals of their right to object at the first point of communication, and this information will be outlined in the privacy notice and explicitly brought to the attention of the data subject, ensuring that it is presented clearly and separately from any other information.
- 14.2 Individuals have the right to object to the following:
- Processing based on legitimate interests or the performance of a task in the public interest
  - Direct marketing
  - Processing for purposes of scientific or historical research and statistics.
- 14.3 Where personal data is processed for the performance of a legal task or legitimate interests:
- An individual's grounds for objecting must relate to his or her particular situation.
- The school will stop processing the individual's personal data unless the processing is for the establishment, exercise or defence of legal claims, or, where the school can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual.
- 14.4 Where personal data is processed for direct marketing purposes:
- The school will stop processing personal data for direct marketing purposes as soon as an objection is received.
- The school cannot refuse an individual's objection regarding data that is being processed for direct marketing purposes.
- 14.5 Where personal data is processed for research purposes:
- The individual must have grounds relating to their particular situation in order to exercise their right to object.
- Where the processing of personal data is necessary for the performance of a public interest task, the school is not required to comply with an objection to the processing of the data.
- 14.6 Where the processing activity is outlined above, but is carried out online, the school will offer a method for individuals to object online.

## **15. Privacy by design and privacy impact assessments**

- 15.1 The school will act in accordance with the GDPR by adopting a privacy by design approach and implementing technical and organisational measures which demonstrate how the school has considered and integrated data protection into processing activities.
- 15.2 Data protection impact assessments (DPIAs) will be used to identify the most effective method of complying with the school's data protection obligations and meeting individuals' expectations of privacy.
- 15.3 DPIAs will allow the school to identify and resolve problems at an early stage, thus reducing associated costs and preventing damage from being caused to Townhill Junior's reputation which might otherwise occur.
- 15.4 A DPIA will be used when using new technologies or when the processing is likely to result in a high risk to the rights and freedoms of individuals.
- 15.5 A DPIA will be used for more than one project, where necessary.
- 15.6 High risk processing includes, but is not limited to, the following:  
Systematic and extensive processing activities, such as profiling  
Large scale processing of special categories of data or personal data which is in relation to criminal convictions or offences
- 15.7 The school will ensure that all DPIAs include the following information:  
A description of the processing operations and the purposes  
An assessment of the necessity and proportionality of the processing in relation to the purpose  
An outline of the risks to individuals  
The measures implemented in order to address risk
- 15.8 Where a DPIA indicates high risk data processing, the school will consult the ICO to seek its opinion as to whether the processing operation complies with the GDPR.

## **16. Data breaches**

- 16.1 The term "personal data breach" refers to a breach of security which has led to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.
- 16.2 The headteacher will ensure that all staff members are made aware of, and understand, what constitutes as a data breach as part of their continuous development training.
- 16.3 Where a breach is likely to result in a risk to the rights and freedoms of individuals, the relevant supervisory authority will be informed.
- 16.4 All notifiable breaches will be reported to the relevant supervisory authority within 72 hours of the school becoming aware of it.
- 16.5 The risk of the breach having a detrimental effect on the individual, and the need to notify the relevant supervisory authority, will be assessed on a case- by-case basis.

- 16.6 In the event that a breach is likely to result in a high risk to the rights and freedoms of an individual, the school will notify those concerned directly.
- 16.7 A "high risk" breach means that the threshold for notifying the individual is higher than that for notifying the relevant supervisory authority.
- 16.8 In the event that a breach is sufficiently serious, the public will be notified without undue delay.
- 16.9 Effective and robust breach detection, investigation and internal reporting procedures are in place at the school, which facilitate decision-making in relation to whether the relevant supervisory authority or the public need to be notified.
- 16.10 Within a breach notification, the following information will be outlined:
- The nature of the personal data breach, including the categories and approximate number of individuals and records concerned.
  - The name and contact details of the DPO
  - An explanation of the likely consequences of the personal data breach
  - A description of the proposed measures to be taken to deal with the personal data breach
  - Where appropriate, a description of the measures taken to mitigate any possible adverse effects
- 16.11 Failure to report a breach when required to do so will result in a fine, as well as a fine for the breach itself.

## **17. Data security**

- 17.1 Confidential paper records will be kept in a locked filing cabinet, drawer or safe, with restricted access.
- 17.2 Confidential paper records will not be left unattended or in clear view anywhere with general access.
- 17.3 Digital data is coded, encrypted or password-protected, both on a local hard drive and on a network drive that is regularly backed up off-site.
- 17.4 Where data is saved on removable storage or a portable device, the device will be kept in a locked filing cabinet, drawer or safe when not in use.
- 17.5 Memory sticks will not be used to hold personal information unless they are password-protected and fully encrypted.
- 17.6 All electronic devices are password-protected to protect the information on the device in case of theft.
- 17.7 Where possible, the school enables electronic devices to allow the remote blocking or deletion of data in case of theft.
- 17.8 Staff and governors are permitted to use their personal laptops or computers for school purposes, but should ensure it is password secured.
- 17.9 All necessary members of staff are provided with their own secure login and password, and every computer regularly prompts users to change their password.

- 17.10 Emails containing sensitive or confidential information are password-protected if there are unsecure servers between the sender and the recipient.
- 17.11 Circular emails to parents are sent blind carbon copy (bcc), so email addresses are not disclosed to other recipients.
- 17.12 When sending confidential information by fax, staff will always check that the recipient is correct before sending.
- 17.13 Where personal information that could be considered private or confidential is taken off the premises, either in electronic or paper format, staff will take extra care to follow the same procedures for security, e.g. keeping devices under lock and key. The person taking the information from the school premises accepts full responsibility for the security of the data.
- 17.14 Before sharing data, all staff members will ensure:
- They are allowed to share it.
  - That adequate security is in place to protect it.
  - Who will receive the data has been outlined in a privacy notice.
- 17.15 Under no circumstances are visitors allowed access to confidential or personal information. Visitors to areas of the school containing sensitive information are supervised at all times.
- 17.16 The physical security of the school's buildings and storage systems, and access to them, is reviewed on a termly basis. If an increased risk in vandalism/burglary/theft is identified, extra measures to secure data storage will be put in place.
- 17.7 Townhill Junior School takes its duties under the GDPR seriously and any unauthorised disclosure may result in disciplinary action.

## **18. Publication of information**

- 18.1 Townhill Junior School publishes a publication scheme on its website outlining classes of information that will be made routinely available, including:
- Policies and procedures
  - Minutes of meetings
  - Annual reports
  - Financial information
- 18.2 Classes of information specified in the publication scheme are made available quickly and easily on request.
- 18.3 Townhill Junior School will not publish any personal information, including photos, on its website without the permission of the affected individual.
- 18.4 When uploading information to the school website, staff are considerate of any metadata or deletions which could be accessed in documents and images on the site.

## **19. CCTV and photography**

- 19.1 The school understands that recording images of identifiable individuals constitutes as processing personal information, so it is done in line with data protection principles.
- 19.2 The school notifies all pupils, staff and visitors of the purpose for collecting CCTV images via notice boards, letters and email.
- 19.3 Cameras are only placed where they do not intrude on anyone's privacy and are necessary to fulfil their purpose.
- 19.4 All CCTV footage will be kept for a minimum length of time for security purposes.
- 19.5 The school will always indicate its intentions for taking photographs of pupils and will retrieve permission before publishing them, including from the child who has the right to consent and to know what their phot will be used for.
- 19.6 If the school wishes to use images/video footage of pupils in a publication, such as the school website, prospectus, or recordings of school plays, written permission will be sought for the particular usage from the parent of the pupil.
- 19.7 Precautions are taken when publishing photographs of pupils, in print, video or on the school website.
- 19.8 Images captured by individuals for recreational/personal purposes, and videos made by parents for family use, are exempt from the GDPR.

## **20. Data Retention**

- 20.1 Data will not be kept for longer than is necessary.
- 20.2 Unrequired data will be deleted as soon as practicable.
- 20.3 Some educational records relating to former pupils or employees of the school may be kept for an extended period for legal reasons, but also to enable the provision of references or academic transcripts.
- 20.4 Paper documents will be shredded or pulped, and electronic memories scrubbed clean or destroyed, once the data should no longer be retained.

## **21. DBS Data**

- 21.1 All data provided by the DBS will be handled in line with data protection legislation; this includes electronic communication.
- 21.2 Data provided by the DBS will never be duplicated.
- 21.3 Any third parties who access DBS information will be made aware of the data protection legislation, as well as their responsibilities as a data handler.

## **22. Policy Review**

- 22.1 This policy is reviewed every two years by the full governing body.

## Appendix 1

### Privacy Notice - Data Protection Act 1998

We collect, use and store information about our pupils and may receive information about them from their previous school. This information helps us:

- support our pupils' teaching and learning;
- follow and report on our pupils' progress;
- provide the right care and support for our pupils; and
- understand how well our school is doing as a whole.

The information we keep includes contact details; assessment marks and results; attendance records; other information such as ethnic group or religion; special educational needs; and any relevant medical information.

**We are required (under the Data Protection Act) to take care of all information and we take this responsibility seriously.**

We will not give information about a pupil to anyone outside the school without their consent unless the law and our rules permit it. We are required by law to pass some of their information to the Local Authority (LA), and the Department for Education (DfE).

If a parent or pupil wants to see a copy of the information we hold and share about them, then please contact the school.

If you want more information about how the LA stores and uses this data, please contact:

Information Lawyer (Data Protection Officer)  
Southampton City Council  
Corporate Legal Team  
Civic Centre  
Southampton  
SO14 7LT  
Email: [information@southampton.gov.uk](mailto:information@southampton.gov.uk)

For more information about how the DfE stores and uses this data, you can visit the following website:

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

Please contact the DfE if you would like a printed copy of the information at the following:

Public Communications Unit:

Department for Education Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT  
Tel: 0370 000 2288

Website: <https://www.gov.uk/government/organisations/department-for-education>

## Appendix 2

### Responding to Subject Access Requests

Procedures for responding to subject access requests made under the Data Protection Act 1998 are as follow:

#### Rights of access to information

There are two distinct rights of access to information held by schools about pupils.

1. Under the Data Protection Act 1998 any individual has the right to make a request to access the personal information held about them.
2. The right of those entitled to have access to curricular and educational records as defined within the Education Pupil Information (Wales) Regulations 2004.

These procedures relate to subject access requests made under the Data Protection Act 1998.

#### Actioning a subject access request

1. Requests for information must be made in writing; which includes email, and be addressed to Mrs S Carr (Headteacher). If the initial request does not clearly identify the information required, then further enquiries will be made.
2. The identity of the requestor must be established before the disclosure of any information, and checks should also be carried out regarding proof of relationship to the child. Evidence of identity can be established by requesting production of:
  - passport
  - driving licence
  - utility bills with the current address
  - Birth / Marriage certificate
  - P45/P60
  - Credit Card or Mortgage statement

*This list is not exhaustive.*

3. Any individual has the right of access to information held about them. However with children, this is dependent upon their capacity to understand (normally age 12 or above) and the nature of the request. The Headteacher should discuss the request with the child and take their views into account when making a decision. A child with competency to understand can refuse to consent to the request for their records. Where the child is not deemed to be competent an individual with parental responsibility or guardian shall make the decision on behalf of the child.

4. The school may make a charge for the provision of information, dependent upon the following:
  - Should the information requested contain the educational record then the amount charged will be dependent upon the number of pages provided.
  - Should the information requested be personal information that does not include any information contained within educational records schools can charge up to £10 to provide it.
  - If the information requested is only the educational record viewing will be free, but a charge not exceeding the cost of copying the information can be made by the Headteacher.

5. The response time for subject access requests, once officially received, is 40 days (**not working or school days but calendar days, irrespective of school holiday periods**). However the 40 days will not commence until after receipt of fees or clarification of information sought

6. The Data Protection Act 1998 allows exemptions as to the provision of some information; **therefore all information will be reviewed prior to disclosure.**

7. Third party information is that which has been provided by another, such as the Police, Local Authority, Health Care professional or another school. Before disclosing third party information consent should normally be obtained. There is still a need to adhere to the 40 day statutory timescale.

8. Any information which may cause serious harm to the physical or mental health or emotional condition of the pupil or another should not be disclosed, nor should information that would reveal that the child is at risk of abuse, or information relating to court proceedings.

9. If there are concerns over the disclosure of information then additional advice should be sought.

10. Where redaction (information blacked out/removed) has taken place then a full copy of the information provided should be retained in order to establish, if a complaint is made, what was redacted and why.

11. Information disclosed should be clear, thus any codes or technical terms will need to be clarified and explained. If information contained within the disclosure is difficult to read or illegible, then it should be retyped.

12. Information can be provided at the school with a member of staff on hand to help and explain matters if requested, or provided at face to face handover.

The views of the applicant should be taken into account when considering the method of delivery. If postal systems have to be used then registered/recorded mail must be used.

## **Appendix 3**

### **Complaints**

Complaints will be dealt with in accordance with the school's Complaints Policy. Complaints relating to information handling may be referred to the Information Commissioner (the statutory regulator).

Complaints about the above procedures should be made to the Chairperson of the Governing Body who will decide whether it is appropriate for the complaint to be dealt with in accordance with the school's complaints procedure.

Complaints which are not appropriate to be dealt with through the school's complaint procedure can be dealt with by the Information Commissioner (see below). Contact details of both will be provided with the disclosure information.

### **Contacts**

If you have any queries or concerns regarding this policy then please contact Mrs S Carr (Headteacher).

Further advice and information can be obtained from the Information Commissioner's Office at: [www.ico.gov.uk](http://www.ico.gov.uk).