# Villa Real School
# Privacy Notice for Pupils, Parents & Carers

This privacy notice explains how we collect, store and use personal data about our pupils. Villa Real School is the 'data controller' for the purposes of data protection law.

Our Data Protection Officer is Louise Burns.

## Who we are and what we do

We are Villa Real School. We are a maintained special school for children ages 2 – 19 years old with special educational needs and disabilities (SEND). Our local authority is Durham County Council.

## The personal data we collect and hold

We hold personal data about pupils, their parents or carers to support teaching and learning, to provide pastoral care and to assess how the school is performing. We also receive data about pupils from other organisations including, but not limited to, other schools, local authorities, health and social care providers and the Department for Education.

Personal data that we may collect, use, store and share (when appropriate) about pupils includes, but is not restricted to:

- Contact details, contact preferences, date of birth, identification documents, National Insurance number, parents/ carers' details, legal guardianship info
- Results of internal and external assessments/tests/exams e.g. SATS
- Pupil and curricular records
- Characteristics such as ethnic background, eligibility for free school meals or special educational needs
- Details of any medical conditions, including physical and mental health
- Exclusion information
- Attendance information
- Safeguarding information
- Details of any professional support received including care packages, plans and support providers
- Photographs/videos

**Why we use this data**

We use this data to:

- Support pupil learning
- Monitor and report on pupil progress
- Provide appropriate pastoral care and safeguarding
- Protect pupil welfare
- Assess the quality of our services (including monitoring staff performance)
- Carry out research
- Comply with the law regarding data sharing

**Our legal basis for using this data**

We collect and use personal data on the basis of performing a public task (educating children).

On some occasions we may ask for consent to process data when its use is optional. On those occasions consent can be withdrawn at any time. We will make this clear when we ask for consent, and explain how consent can be withdrawn.

**Collecting this information**

We collect data from pupils, parents, carers, teachers and other professionals where relevant (e.g. GP, hospital, social workers etc).

**How we store this data**

We keep personal information about pupils while they are attending our school. We may also keep it beyond their time at our school if this is necessary in order to comply with our legal obligations.

We will only retain the data we collect for as long as is necessary. This would be to satisfy the purpose for which it has been collected in accordance with our data retention policy. Please contact us if you would like further details on this policy.

The security of data and information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes both physical and technical security and integrity of all data.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without access knowledge (such as a password). This is done with a secret

code or what's called a 'cypher'. The hidden information is said to then be 'encrypted';

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong;
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches);

**Data sharing**

We do not share any of this data with any organisation without your permission, except where the law requires it. We are required to provide pupil data to central government through the Department for Education and the Education Funding Agency. Where it is necessary to protect a child, the school will also share data with the Local Authority Children's Social Care Services, medical professionals and/or the police.

**Parents and pupils' rights regarding personal data**

Individuals have a right to make a **subject access request** to gain access to personal information that the school holds about them. This includes access to your child's educational record. This should be made in writing or by email to the school office. School will respond within a 15 school-day timescale if the request is received during term time. During school holidays this may be more difficult but we will endeavour to respond as quickly as possible.

Parents and 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 16), or where the child has provided consent.

Parents also 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, we will:

- Give you a copy of the information in an intelligible form
- Give you a description of the data we hold
- 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

**Your information rights**

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data;
- Object to processing; and
- Request your data to be ported (data portability).

To learn more about these rights please see the ICO website.

**To exercise any of these rights please contact the relevant service in the first instance.**

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer. If we are not able to answer your questions, you can also find information from Durham Local Authority at www.durham.gov.uk/sar or from the Information Commissioner's Office

Information Commissioner's Office
Wycliffe House,
Water Lane
Wilmslow, Cheshire SK9 5AF

ico.org.uk

**Other rights**

Individuals have rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing

- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact our Data Protection Officer.

## 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.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at https://ico.org.uk/concerns/
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Officer.