



Heart of England School Privacy Notice

This document

The Information Commissioner's Office (ICO) requires all businesses to produce a Privacy Notice that is easy to understand.

Privacy Notices are for the Data Subjects to read.

To make this Privacy Notice easier to understand it is written with the reader in mind.

Definitions

Data Subject – The people about whom the school holds data. These can be students, parents/carers, staff, Trustees, visitors, and contractors. The people may be involved with the direct care of students, for example medical staff and social workers.

Data Controller – The Heart of England School is responsible for looking after the data which it holds and which it uses other organisations to hold.

You/Your – when the word “you” is used in this document it is referring to the Data Subject. The person whose data is being held. People aged under 13 have parents/carers to look after their data. Generally, from the age of 13, if a person is regarded as “able to use and understand information to make a decision and communicate the decision made” and they can look after their own data.

We/Us – The Data Controller. The Heart of England School.

What we need and why we need it

Most of the information we have is provided by previous schools and parents/carers directly. We give you the chance to review that information annually, and also as required via your Arbor login.

We collect, use and store personal information about our students and their parents/carers and our employees; this information helps us to:

- support our students' teaching and learning,
- follow and report on our students' progress,
- provide the right care and support for our students,
- understand how well our school is doing as a whole,
- fulfil our duties under the Data Protection Act 2018 and the General Data Protection Regulations (UK GDPR).

The information we collect, use and store includes names, images and contact details, student place and date of birth, assessment marks and results, attendance records, any exclusion information, Special Educational Needs information (if relevant), disability information (if relevant), gender, ethnic and cultural data, social care information,



previous education information and any relevant medical information. We also maintain a record of parent/carer contact details for communications purposes.

For a more comprehensive list of the information held by schools, please see the Department for Education (DfE) Common Basic Data Set, here:

- <https://www.gov.uk/government/publications/common-basic-data-set-cbds-database>

We need this information in order to complete the public task of educating the students at the school, ensuring the welfare of the students and co-operating with other public bodies.

Information we receive.

If you provide us with contact details of others, for example, in case of emergency or when you may not be available, please ensure they are aware their information has been passed to the school.

We will also receive the above types of personal information, where relevant, from previous school(s) and may also receive information from the Local Authority (LA), medical providers and the DfE.

For students taking post-14 qualifications, the Learning Records Service will give us the unique learner number (ULN) and may also give us details about student's learning or qualifications.

Further information for students and parents/carers can be found here:

- <https://www.gov.uk/guidance/how-to-access-your-personal-learning-record>

Who we share it with

Effective and relevant information sharing between parents/carers, schools, LAs and the DfE is necessary to ensure that all children are safe and receiving suitable education.

1. Local Authority and Department for Education

We are required, by law, to pass certain information about our students to the LA and the DfE. Where relevant this may include reporting safeguarding concerns to Social Services at the LA or to request education support services.

All safeguarding concerns are recorded on [CURA](#), consequently some Special Category Data may be present on this system.

The DfE may also share student level personal data that we supply to them, with third parties. This will only take place where legislation allows it to do so and it is in compliance with the Data Protection law. Decisions on whether the DfE releases this personal data to third parties are subject to a robust approval process and are 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. For more information on how this sharing process works, please visit:

- <https://www.gov.uk/guidance/national-pupil-database-apply-for-a-data-extract>

For information on which third party organisations (and for which project) the DfE have provided student level data to, please visit:

- <https://www.gov.uk/government/publications/dfe-external-data-shares>

2. Youth Support Services

Once our students reach the age of 13, the law requires us to pass on certain information to the relevant local authority that has responsibilities in relation to the education or training of 13–19-year-olds. We may also share certain personal data relating to children aged 16 and over with post-16 education and training providers in order to secure appropriate services for them. A parent/carer can request that only their child's name, address and date of birth be passed to the LA by informing the school's Data Protection Officer. This right is transferred to the child once he/she reaches the age 16.

3. Academic Monitoring, Attendance, Behaviour, and Welfare Support

We pass data to the DfE using [Wonde](#) so that we can monitor attendance on a daily basis and notice trends as soon as possible.

We used [Arbor](#) as our Management Information System (MIS). It brings together the processing we need to support all of our students and staff. Parent information can be found [here](#). This will also be forming part of our trip management processes.

The school has a Pastoral Manager responsible for Attendance and Engagement. They liaise with the Assistant Principal regarding concerns and encouraging the highest levels of attendance.

4. Online Facilities which support education

We enrol all students and staff on Microsoft 365 which enables them to access all of our online resources via their student user account. Microsoft 365 will also allow them to access the software packages associated with Microsoft 365 (e.g., Outlook, Word, Excel etc.).

We improve the security of our systems using anti-virus software and email protection. We ensure that our systems are monitored to look after the safety of all users using [Smoothwall](#).

Many different online learning resources exist, that provide rich support to all our curriculum areas e.g., Seneca, SoundTrap, UpLearn. These change during the year. Every resource recommended by a teacher should have been checked by the production of a Data Protection Impact Assessment to ensure that personal data is kept safe.



Face to Face parent/carer contact is less common since the Covid-19 pandemic. We manage the annual meetings using [SchoolCloud](#).

5. School Catering

We have contracted Alliance in Partnership to provide catering services and also utilise AMI Education till software in this regard.

Both these organisations have access to limited student information including names, images, dietary information, and relevant financial data. This information remains stored on school servers and is not held remotely.

6. ParentPay

We utilise ParentPay as our online payment system. As part of this facility, we are required to share certain information with ParentPay Ltd. This includes names, addresses, home contact details and relevant financial data. ParentPay store this data on a secure, encrypted server within the UK and operate under the requirements of Data Protection legislation.

7. Schools

We will also pass information about students to their next school in order that the Educational record is maintained for a student's entire school life.

8. IRIS Connect and SISRA Observe

We use IRIS Connect for the purpose of supporting teachers' professional development. Data will only be shared through a secure online platform and we will remain the Data Controller. The data will only be retained for the period of staff development and will only be accessible by permitted.

9. Careers

We use the [Compass+](#) software for recording information which allows us to benchmark, manage, track and report the careers support each student has had over the time that the student has been in the school.

This links into a range of activities from assemblies to extra-curricular activities and can provide each student with a record of advice and support.

10. Health and Safety

We use Safety Cloud software, owned ,and managed by [Citation](#) (formerly Southalls) for oversight of our Health and Safety practice. This will include records of risk assessments and any accidents which happen. As a result, some Special Category Data may be recorded for students, and this will be stored on the SafetyCloud system along with names and relevant details.



We also use Evolve Accident Book to record all first aid incidents. Personal data will be stored on this system. It may also hold some special category data, but only if required for emergency first aid.

For security and the safety of staff, sixth formers and visitors/contractors to the school site, as well as to manage students on educational trips and visits, we use the [Inventry system](#) and Inventry Anywhere App.

Students who arrive or depart, even if temporarily, at non-standard times will also be recorded using Inventry.

11. SEND management.

We use Edukey Education Ltd's software packages "Provision Map" and "School Robins" to support our students who have Special Education Needs and Disabilities and to manage communication more efficiently.

12. Biometric data

We have used biometric data (in the form of a fingerprint) to access the school meal account, however, that data has not been collected for the most recent entrants at the school. This may return with future changes in our till management system.

13. CCTV

CCTV is used around the school site. There is a CCTV policy on the school website. If you want to see any footage, we will be using [SecureRedact](#) to ensure anonymity is maintained.

14. Social and Fundraising

We use [TicketSource](#) to manage the sale of tickets to shows.

15. Payroll

We use a payroll services provider. All staff are informed of the payroll services provider we use and are enabled to access it, both online and via an App, so that they can access their pay slips, timesheets, and payroll documentation.

How we store your personal information and how long we keep it.

Your information is securely stored. Data is kept on secure servers, with password-controlled access or stored in locked cabinets in secure rooms. Cloud based systems are checked for compliance with the Data Protection Act before we use their services. Archived paper data is stored securely off-site.

We retain all forms of data for varying amounts of time, depending on the type of information held.



Each year we have a procedure for secure, certificated destruction of paper-based data, and we run digital deletion processes for deletion of digital data, according to the time periods detailed in the [IRMS toolkit 2019](#).

The information we collect, use and store about students and their parents/carers is retained either until it is updated/superseded or until the student leaves. If we are the student's last known school, we will retain the information until the student is at least 25 years old; this ties in with the Limitation Act 1980.

Your rights

Data Protection law allows an individual to:

- 1) **Ask the school for copies of the information we hold about you or your children:** If you would like more information about this please contact the school's [Data Protection Officer](#); you do not have to complete a special form for this,
- 2) **Have incorrect information put right:** If at any point you believe the information we hold is inaccurate or you have concerns about our use of it please let us know,
- 3) **Have your data removed from our digital systems:** Depending on the circumstances we can erase the personal information,
- 4) **Only allow some of the processes:** Depending on the circumstances you can ask us to restrict the processing of the personal information,
- 5) **Object to processing:** Depending on the circumstances you can object to the processing of personal information,
- 6) **Ask for the data to be transferred:** Depending on the circumstances we can transfer the personal information to another organisation.

On most of the occasions there is no charge for these rights to be exercised. We have up to a month (of working days) to respond to your request.

Consent

We will separately collect consent relating to non-statutory processes and events. Please note, you have a right to withdraw consent at any time and can contact the school's [Data Protection Officer](#) to do this.

Students who are under 13 will have their consent managed by their parents/carers. Once a student is over 13 and shows that they are "able to use and understand information to make a decision and communicate the decision made" then they can manage their own consent.



Contact

For more information on the content of this notice, how Heart of England School complies with Data Protection law or if you wish to raise a complaint on how we have handled personal information please contact the school's [Data Protection Officer](#), who will respond or investigate the matter.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with Data Protection law you can complain to the Information Commissioner's Office ([ICO](#)).

The current Data Protection Officer for Heart of England School, Gipsy Lane, CV7 7FW is:

- **Mrs Joan Fuller Tel: 01676 536732**
- **Email: dataprotection@heart-england.co.uk**

For more information about how the LA stores and uses the information we pass to them, please contact Education Information Management Services:

- Tel: 0121 704 8313
- Email: eims@solihull.gov.uk

For more information about how the DfE stores and uses information about students, you can visit the following website or contact them at the details below:

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

Tel: 0370 000 2288

Contact form:

- <https://www.gov.uk/contact-dfe>