



Villa Real School
Privacy Notice for Pupils/Students, 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 Andrew Moore.

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/students, 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:

- Personal identifiers and contacts (such as name, unique pupil number, NHS number, contact details and address, NI number, parent/carers details, emergency contact details, legal guardianship info).
- Characteristics (such as ethnicity, language, and free school meal eligibility).
- Safeguarding information (such as court orders and professional involvement).
- Special educational needs (including the needs and ranking).
- Medical and administration (such as doctors information, child health, dental health, allergies, medication, mental health, immunisation and dietary requirements).
- Attendance (such as sessions attended, number of absences, exclusion data, absence reasons and any previous schools attended, provision when leaving).
- Assessment and attainment (such as key stage 1 and phonics results, SATS, post 16 courses enrolled for and any relevant results) and information and images on Earwig.
- Behavioural information.
- Pupil/student and curricular records.
- Referral information.
- Information from social care and Early Help.
- Risk assessments, including those relating to trips.
- Health and safety information.
- Free school meal and pupil premium information.
- Photographs/videos.
- CCTV images.

Why we use this data

We use this data to:

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

- To keep children safe (food allergies, or emergency contact details).
- To meet the statutory duties placed upon us by the Department for Education.
- To work as part of a multi-agency team to meet the needs of our pupils/students.

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

Pupil/student data is essential for the schools' operational use. Whilst the majority of pupil/student information you provide to us is mandatory, some of it requested on a voluntary basis. In order to comply with the data protection legislation, we will inform you at the point of collection, whether you are required to provide certain pupil/student information to us or if you have a choice in this and we will tell you what you need to do if you do not want to share this information with us. We collect data from pupils/students, 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/students 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. This is detailed in our Data Retention Schedule.

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

Under GDPR, parents and pupils have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, contact the Data Protection Officer.

Depending on the lawful basis above, you may 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.
- A right to seek redress, either through the ICO, or through the courts.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns>.

For further information on how to request access to personal information held centrally by DfE, please see the 'How Government uses your data' section of this notice.

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.