

NEW FOREST SCHOOL

Privacy Notice for Students, Parents and Carers

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Introduction

New Forest School and New Forest Care Ltd is committed to protecting your privacy.

This privacy notice explains: how New Forest School and New Forest Care Ltd collects, uses and shares your personal data; your rights in relation to the personal data we hold; and how we protect your privacy.

New Forest School and New Forest Care Ltd is the controller of your personal data and complies with the requirements of the General Data Protection Regulation (GDPR) UK and related UK data protection legislation.

Types of personal and Sensitive information held

The types of personal and sensitive information that we may hold about you and process includes (but is not limited to):

- Personal information (such as name, date of birth, home address and contact details).
- Characteristics (such as gender, race, ethnicity and disability).
- Historical information including: chronology, background referral information, previous assessments, meeting minutes, LAC care plans, EHCP, health/ medical records provided to us, educational records, individual support plans, risk assessments, criminal convictions, communications with professionals including health, your placing authority and other services like the police, youth offending teams, schools, colleges or previous placements. (This list is not exhaustive).
- Case file information and all records made during your/your child’s time at New Forest School and New Forest Care whether within our residential, education or therapy services, will include key information required to be able to deliver our

services safely and efficiently such as; referral, admission & discharge information, consents, your legal status, finance information & contracts, placement assessments, care planning and review, contact information, educational information, health and medical reports / information, risk assessments, photos, significant/day to day events, safeguarding information (such as court orders), behavioural information, notifications made and achievements (this list is not exhaustive). This information may be recorded on paper or electronically.

Why we collect and use this information

We use this personal data to:

- a) Help to support to you/your child and monitor progress.
- b) Provide you/your child with individual packages of care, education and therapy to meet your/your child's needs.
- c) Legal obligation: where we have a legal obligation, to ensure we comply with the law.
- d) Vital interests: We will process your personal data when it is necessary to protect your/your child's safety, health and wellbeing (or someone else's interests).
- e) Public task: the processing of this personal data is required for us to perform a task in the public interest or for us to carry out the official functions delegated to us by your placing authority.
- f) Legitimate interests: the processing is necessary for New Forest School and New Forest Care's legitimate interests and your interests and rights do not override those interests.
- g) Evaluate and improve our policies, procedures and practice.

Collecting this information

We usually collect personal information via contact with you, your family/carers, the placing authority, previous education or social care placements, health professionals or third parties who have been working alongside you/your child.

Storing your personal data

New Forest School and New Forest Care Ltd is committed to protecting the privacy and security of your personal information. We hold data securely for the set amount of time as required by law. Paper files are stored in a locked cabinet, within a lockable room. Computer records are safeguarded and backed up with up to date security software and passwords are in place to prevent unauthorised access. When you leave our services, paper records may be scanned and maintained electronically for the set time as required by law.

Who we share this information with

We would routinely share some of your information with:

- Ofsted / the Department for Education (DfE)
- Your placing authority / parents or carers (if involved)
- Professionals, Consultants and staff working with / or for us and involved in your assessments or ongoing support
- The NHS /CCG
- The independent person who inspects the children's homes (if you are placed in within our residential homes).
- Others as necessary (such as the police and examinations board) to ensure that we deliver a complete and safe service.

We do not share information about you with anyone without consent unless the law and our policies allow us to do so.

Requesting access to your personal data

Under data protection legislation, parents, carers and children have the right to request access to information that we hold about them.

- A request can include access to a copy of the information (data) held, who has seen the data and who will it be shared with, how long will it be stored for, whether automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual, and the safeguards provided if the data is being transferred, although this is not an exhaustive list.
- Subject access requests can be submitted in any form, but we may be able to respond to requests more quickly if they are made in writing and include:
 - Name of the individual
 - Correspondence address
 - Contact number and email address
 - Details of the information requested

Please submit requests for your personal information to the Head of School or Headteacher, or the Data Protection Office: DPO@newforestschool.co.uk

- We will respond in accordance with the guidance set out by the Information Commissioners Office (ICO).
- We may not disclose information for a variety of reasons such as it:
- Might cause serious harm to the physical or mental health of the student or another individual

- Would reveal that the student is being or has been abused, or is at risk of abuse, where the disclosure of that information would not be in the students' best interests.
- Would include another person's personal data that cannot be reasonably anonymised and we don't have the other person's consent and/or it would be unreasonable to proceed without it.
- Is part of certain sensitive documents, such as those related to crime, immigration, legal proceedings or legal professional privilege, management forecasts, negotiations, confidential references or exam scripts.

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee to cover administrative costs. We will take into account whether the request is repetitive in nature when making this decision.

When we refuse a request, we will tell the individual why and tell them they have the right to complain to the ICO or they can seek to enforce their subject access right through the courts.

Parental requests to see the educational record

Parents, or those with parental responsibility, have a legal right to free access to their child's educational record (which includes most information about a student) within 15 school days of receipt of a written request.

If the request is for a copy of the educational record, the school may charge a fee to cover the cost of supplying it.

This right applies as long as the student concerned is aged under 18.

There are certain circumstances in which this right can be denied, such as if releasing the information might cause serious harm to the physical or mental health of the student or another individual, or if it would mean releasing exam marks before they are officially announced.

You 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.
- In certain circumstances, have inaccurate personal data corrected, erased or destroyed where there is no good reason for us to continue to process it.

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/>

Contact

If you would like to discuss anything in this privacy notice, please contact: Leisa Quigley, Data Protection Officer, on 02380 817040 or email: dpofficer@newforestschool.co.uk