

Privacy Notice for Parents and Carers – On The Use of Your Personal Data

Seven Springs Education



**Seven Springs
Education**

Approved by:	Willow Hewitt	Date: 02/11/22
Last reviewed on:	02/11/22	
Next review due by:	02/11/23	

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1. Introduction

Under UK data protection law, individuals have a right to be informed about how our organisation uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **parents and carers of students at Seven Springs Education**.

We, Seven Springs Education of Nebula Education Ltd (school@seven-springs.co.uk, 07392013379), are the 'data controller' for the purposes of UK data protection law.

For the National Tutoring Programme, we are the 'data processor'.

Our Data Protection Officer (DPO) is Nicola Cook at [Schools DPO](#).

Our Data Protection Lead is Joyce Wong.

(see 'Contact us' below)

This policy may be superseded by a policy with the school under the National Tutoring Programme. See the appropriate privacy notice provided to you by your school or us in relation to the National Tutoring Programme.

2. The personal data we hold

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

- Contact details and contact preferences (such as your name, address, email address and telephone numbers)
- Information for payments and invoicing (such as your name, address)
- Details of any safeguarding information including court orders or professional involvement
- Records of your correspondence and contact with us
- Details of any complaints you have made

We may also collect, use, store and share (when appropriate) information about you that falls into "special categories" of more sensitive personal data. This includes, but is not restricted to, information about:

- Any health conditions you have that we need to be aware of
- Family Circumstances
- Family finances (used for financial support and bursary schemes)

We may also hold data about you that we have received from other organisations, including from your child's school and social services.

3. Why we use this data

We use the data listed above to:

- a) Report to you on your child's attainment and progress
- b) Keep you informed about the running of Seven Springs Education (such as emergency closures) and events, such as in newsletters
- c) Process payments for services

- d) Provide appropriate pastoral care
- e) Protect student welfare
- f) Administer admissions waiting lists
- g) Assess the quality of our services and for research

3.1 Use of your personal data for marketing purposes

Where you have given us consent to do so, we may send you marketing information by email or text promoting Seven Springs Education events, campaigns, charitable causes or services that may be of interest to you.

You can withdraw consent or 'opt out' of receiving these emails and/or texts at any time by clicking on the 'Unsubscribe' link at the bottom of any such communication, or by contacting us (see 'Contact us' below).

3.2 Use of your personal data in automated decision making and profiling

We do not currently process any personal data through automated decision making or profiling. If this changes in the future, we will amend any relevant privacy notices in order to explain the processing to you, including your right to object to it.

4. Our lawful basis for using this data

We will only collect and use your information when the law allows us to. We need to establish a 'lawful basis' to do this.

Our lawful bases for processing your personal information for the reasons listed in section 3 above are:

- For the purposes of (d) and (e), in accordance with the 'legal obligation' basis – we need to process data to meet our responsibilities under law as set out here:
 - Keeping Children Safe in Education, 2021
 - Working Together to Safeguard Children, 2018
 - Section 175 of the Education Act 2002
- For the purposes of (a), (b), (c), (d) and (f), in accordance with the 'contract' basis – we need to process personal data to fulfil a contract with you or to help you enter into a contract with us
- For the purposes of (g), in accordance with the 'legitimate interests' basis – where there's a minimal privacy impact and we have a compelling reason, including:
 - Assessing the quality of our services for quality assurance and improvement

Where you've provided us with consent to use your information, you may take back this consent at any time. We'll make this clear when requesting your consent, and explain how you'd go about withdrawing consent if you want to.

4.1 Our basis for using special category data

For 'special category' data, we only collect and use it when we have both a lawful basis, as set out above, and one of the following conditions for processing as set out in UK data protection law:

- We have obtained your explicit consent to use your personal data in a certain way

- We need to perform or exercise an obligation or right in relation to employment, social security or social protection law
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for the establishment, exercise or defence of legal claims
- We need to process it for reasons of substantial public interest as defined in legislation
- We need to process it for health or social care purposes, and the processing is done by, or under the direction of, a health or social work professional or by any other person obliged to confidentiality under law
- We need to process it for public health reasons, and the processing is done by, or under the direction of, a health professional or by any other person obliged to confidentiality under law
- We need to process it for archiving purposes, scientific or historical research purposes, or for statistical purposes, and the processing is in the public interest

For criminal offence data, we will only collect and use it when we have both a lawful basis, as set out above, and a condition for processing as set out in UK data protection law. Conditions include:

- We have obtained your consent to use it in a specific way
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for, or in connection with, legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of legal rights
- We need to process it for reasons of substantial public interest as defined in legislation

5. Collecting this data

While the majority of information we collect about you is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.

Some of the data we hold about your child will come from you, but we may also hold data about your child from:

- Your child's school
- Your child
- Local authorities
- Government departments or agencies (such as the Department for Education)
- Police forces, courts, tribunals

6. How we store this data

We keep personal information about you while your child is attending our organisation. We may also keep it beyond their attendance at our school if this is necessary. Our Records Management, Retention and Disposal

Policy sets out how long we keep information about you. We will dispose of your personal data securely when we no longer need it.

We store data on our systems, such as platforms and computers, and on third-party services such as Google Drive, Gmail and Mailerlite. These enable us to provide our services as an education provider. You can view their privacy policies on their websites.

We have security measures in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

These measures include:

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data, are password protected or kept under lock and key when not in use
- Papers containing confidential personal data must not be left anywhere where there is general access
- Strong passwords are used to access systems - passwords are at least 8 characters and may include the following: uppercase letters, lowercase letters, numbers and special characters. Staff and students are reminded that they should not reuse passwords from other sites and are recommended to use passphrases
- Encryption is used where appropriate such as for stored passwords and personal data contained in databases
- Two factor authentication is used where appropriate
- Staff who store personal information on their personal devices or use them for Seven Springs Education related work are expected to follow the Seven Springs Education's Code of Conduct, Online Safety, Data Protection and Record Management, Retention and Disposal policies.
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected

We also have measures in place to show that we have integrated data protection into all of our data processing activities, including:

- Appointing a suitably qualified DPO and DPL, and ensuring they have the necessary resources to fulfil their duties and maintain their expert knowledge
- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 4)
- Completing data protection impact assessments where Seven Springs Education's processing of personal data presents a high risk to rights and freedoms of individuals, and when introducing new technologies (the DPO will advise on this process)
- Integrating data protection into internal documents including this policy, any related policies and privacy notices
- Regularly training members of staff on data protection law, this policy, any related policies and any other data protection matters; we will also keep a record of attendance
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Appropriate safeguards being put in place if we transfer any personal data outside of the UK, where different data protection laws may apply
- Maintaining records of our processing activities, including:
 - For the benefit of data subjects, making available the name and contact details of Seven Springs Education, the DPL and DPO and all information we are required to share about how we use and process their personal data (via our privacy notices)

- For all personal data that we hold, maintaining an internal record of the type of data, type of data subject, how and why we are using the data, any third-party recipients, any transfers outside of the UK and the safeguards for those, retention periods and how we are keeping the data secure

We will dispose of their personal data securely when we no longer need it.

Our Records Management, Retention and Disposal Policy sets out how long we keep information.

7. Who we share data with

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

Where it is legally required, or necessary (and it complies with UK data protection law), we may share personal information about you with:

- Your child's school
- Your local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and information about exclusions
- Government departments or agencies (such as the Department for Education and Tribal for the National Tutoring Programme)
- Health authorities
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals

7.1 Transferring data internationally

Where we transfer your personal data to a third-party country or territory, we will do so in accordance with UK data protection law.

In cases where we have to set up safeguarding arrangements to complete this transfer, you can get a copy of these arrangements by contacting us.

8. Your rights

8.1 How to access personal information that we hold about you

Individuals have a right to make a 'subject access request' to gain access to personal information that Seven Springs Education holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with

- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- Where relevant, the existence of the right to request rectification, erasure or restriction, or to object to such processing
- The right to lodge a complaint with the ICO or another supervisory authority
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual
- The safeguards provided if the data is being transferred internationally

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 individual
- Correspondence address
- Contact number and email address
- Details of the information requested

8.2 Your other rights regarding your data

Under UK data protection law, you have certain rights regarding how your personal data is used and kept safe. For example, you have the right to:

- Object to our use of your personal data
- Prevent your data being used to send direct marketing
- Object to and challenge the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected
- In certain circumstances, have the personal data we hold about you deleted or destroyed, or restrict its processing
- Withdraw your consent, where you previously provided it for the collection, processing and transfer of your personal data for a specific purpose
- In certain circumstances, be notified of a data breach
- Make a complaint to the Information Commissioner's Office
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact us (see 'Contact us' below).

9. 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.

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

- Report a concern online at <https://ico.org.uk/make-a-complaint/>
- Call 0303 123 1113

- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

10. Contact us

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

Our Data Protection Officer(DPO) is:

Nicola Cook at [Schools DPO](#)

nicola@schoolsdpo.com

However, our **Data Protection Lead** has day-to-day responsibility for data protection issues at Seven Springs Education.

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact them:

Joyce Wong

joyce@seven-springs.co.uk