

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

Seven Springs Education



**Seven Springs
Education**

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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 **students at Seven Springs Education**.

This privacy notice applies while we believe your child is not capable of understanding and exercising their own data protection rights.

Once your child is able to understand their rights over their own data (generally considered to be age 12, but this has to be considered on a case-by-case basis), you should instead refer to our privacy notice for students to see what rights they have over their own personal data.

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This policy may be superseded by a policy with the school under the National Tutoring Programme.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 your child includes, but is not restricted to:

- Personal information such as name, date of birth, gender, identification documents and contact details including contact preferences
- Emergency contact such as names, relationship, phone numbers and email addresses
- Academic and learning records including performance information, results of internal assessments and externally set tests, as well as completed work and tutor feedback
- Behavioural information including exclusion information
- Attendance information
- Safeguarding information
- Details and data from the use of our systems such as homework uploaded to our video learning platform and comments on our online learning platform, Spring
- Information about the use of our systems

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

- Any medical conditions we need to be aware of, including physical and mental health, that may impact learning
- Characteristics, such as ethnic background or special educational needs

- Photographs, recordings and chat history from our online learning platform and Zoom
- Information about family circumstances
- Information about family finances (used for financial support and bursary schemes)

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

3. Why we use this data

We use the data listed above to:

- Provide tutoring and educational services as agreed
- Support teaching and learning
- Assess performance and set targets
- Safeguard students' welfare and provide appropriate support
- Give and receive information about past, current and prospective students and to provide references
- Allow students to take part in assessments and to record student achievement
- Comply with legal and regulatory obligations and duties of care
- Enable the monitoring of performance by relevant authorities such as the school
- Make use of photographic images on social media and on the website (only where consent has been given)
- Track the performance of students at Seven Springs Education

3.1 Use of your child's personal data for marketing purposes

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

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 child's 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

Seven Springs Education will only use your information when the law allows us to. Our lawful bases for processing your child's personal data for the purposes listed in section 3 above are as follows:

- For the purposes of (d) and (g), in accordance with the 'legal obligation' basis – we need to process data to meet our responsibilities under law as set out in:
 - Keeping Children Safe in Education, 2022
 - Working Together to Safeguard Children, 2018

- Section 175 of the Education Act 2002
- For the purposes of (i), in accordance with the ‘consent’ basis – we will obtain consent from you to use your child’s personal data
- For the purposes of (a), (b), (c), (e), (f) and (h), in accordance with the ‘contract’ basis – we need to process personal data to fulfil a contract with your child or to help them enter into a contract with us
- For the purposes of (j), in accordance with the ‘legitimate interests’ basis – where there’s a minimal privacy impact and we have a compelling reason, including:
 - Monitoring how students perform for quality assurance and improvement

Where you have provided us with consent to use your child’s data, you may withdraw this consent at any time. We will make this clear when requesting your consent, and explain how you would go about withdrawing consent if you wish to do so.

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 child’s 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 child’s 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 child’s 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 your child 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.

Most 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 your child while they are attending Seven Springs Education. We may also keep it beyond their attendance with us if this is necessary. Our Records Management, Retention and Disposal Policy sets out how long we keep information about students.

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 put in place appropriate security measures to prevent your child's 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 your child's personal data securely when we no longer need it.

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

7. Who we share data with

We do not share information about your child 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 your child with:

- Their school
- Their 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 child's 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.

7.2 Use of Zoom for online learning

We use Seven Springs Education's Teaching Platform(s) and Zoom classrooms, a secure online video software, to deliver online lessons.

Parents/carers are responsible for creating Zoom accounts for the purposes of online lessons with Seven Springs Education, and thereby accepting the terms of their privacy notices. You can find out how Zoom uses your information in their privacy notice which can be found at <https://explore.zoom.us/docs/en-us/privacy.html>.

8. Your rights

8.1 How to access personal information that we hold about your child

You have a right to make a 'subject access request' to gain access to personal information that we hold about your child.

If you make a subject access request, and if we do hold information about your child, we will (subject to any exemptions that apply):

- Give you a description of it
- 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
- 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
- Give you a copy of the information in an intelligible form

You may also have the right for your child's personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact us (see 'Contact us' below).

Once your child is able to understand their rights over their own data (generally considered to be age 12, but this has to be considered on a case-by-case basis), we will need to obtain consent from your child for you to make a subject access request on their behalf.

8.2 Your other rights regarding your child's data

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

- Object to our use of your child's personal data
- Prevent your child's data being used to send direct marketing
- Object to and challenge the use of your child's 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 your child deleted or destroyed, or restrict its processing
- Withdraw your consent, where you previously provided it for the collection, processing and transfer of your child's 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).

Once your child is able to understand their rights over their own data (generally considered to be age 12, but this has to be considered on a case-by-case basis), we will need to obtain consent from your child for you to make these requests on their behalf.

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