Privacy Notice for Parents and Carers

How We Use Your Personal Information

Contents

1. Introduction 2
2. Information We Hold About You 2
3. Why We Use Your Information 2
4. Why We Are Allowed to Use Your Information ("Lawful Basis") 3
5. How We Collect Your Information 3
6. How We Keep Your Information Safe 3
7. Who We Share Your Information With 3
8. Your Rights 4
9. Complaints 4
10. Contact Us 4

1. Introduction

The law says that schools must tell people how their personal information is used.

This notice explains how our school and DNEAT (the trust that runs our school) collect, use, store and share information about parents and carers.

DNEAT is responsible for looking after this information. This is called being the **data controller**.

Our Data Protection Officer is **Hannah Monk**. Her contact details are at the end of this notice.

2. Information We Hold About You

We may collect and keep information such as:

- Your name
- Your address
- Your email address
- Your phone number
- Your bank details
- Information about your family circumstances
- Information we need to help keep children safe, such as court orders
- Records of emails, letters or phone calls between you and the school
- Details of any complaints you make

We may also keep some more sensitive information, including:

- Health information that we need to know about
- Photographs and CCTV images
- Information about your religion if it is needed for admissions

Sometimes we may receive information about you from other organisations, such as schools, local authorities or social services.

3. Why We Use Your Information

We use your information to:

- Tell you how your child is getting on at school
- Keep you informed about school news and events
- Process payments for clubs, trips and services
- Support your child's wellbeing
- Help keep pupils safe
- Manage admissions and waiting lists
- Improve our services
- Carry out research
- Follow the law

Marketing Messages

If you agree, we may send you emails or texts about school events, campaigns, charities or services.
You can stop receiving these messages at any time by clicking **"unsubscribe"** or by contacting us.

Automated Decisions

We do not use computers to make decisions about parents or carers without a person being involved.
If this changes in the future, we will tell you.

4. Why We Are Allowed to Use Your Information ("Lawful Basis")
The law allows us to use your information because:

- We must follow legal duties as a school.
- You have given us permission.
- We need the information to provide services for your child.
- We have a valid reason that helps us run school activities and clubs.

If you have given consent, you can change your mind and withdraw it at any time.

Sensitive Information
We only use sensitive information when the law allows us to. For example:

- When you have given us clear permission
- To protect someone's health or safety
- To provide health or social care support
- To meet legal requirements
- To protect legal rights

5. How We Collect Your Information
Most information comes directly from you on forms we will provide or in contact with you like emails. Sometimes we may receive information from:

- Local authorities
- Government departments
- Your children
- The police, courts or tribunals

Some information must be provided to us. If this is the case, we will explain why and what may happen if it is not provided.

6. How We Keep Your Information Safe
We keep your information while your child attends our school. Sometimes we need to keep it for longer if the law requires us to.

We use security measures to help protect your information from being lost, changed, shared or seen by people who should not have access to it.

When we no longer need your information, we delete it safely.

7. Who We Share Your Information With
We do not share your information unless we have a good reason, such as following the law or helping to keep children safe.

We may share information with:

- Local authorities
- Government departments
- Youth support services
- Ofsted
- School service providers, such as catering companies
- Financial organisations
- Auditors
- Research organisations
- Health services
- Security organisations

- Social care services
- Professional advisers
- The police, courts or tribunals

Sharing Information Outside the UK
Sometimes information may be shared with organisations in other countries.
If this happens, we will make sure it is protected in line with UK data protection law.

8. Your Rights
Seeing Your Information
You can ask to see the personal information we hold about you. This is called a **Subject Access Request**.
If you make a request, we can tell you:

- What information we hold
- Why we use it
- How long we keep it
- Where we got it from
- Who we share it with
- Whether any automated decisions are used
- Provide you with a copy of the information

Other Rights
You may also have the right to:

- Object to how we use your information
- Stop direct marketing messages
- Ask us to correct incorrect information
- Ask us to delete information in some situations
- Limit how we use your information in some situations
- Withdraw consent where this applies
- Be told about certain data breaches
- Make a complaint
- Ask for compensation if data protection laws are broken

To use any of these rights, please contact us.

9. Complaints
We take concerns about personal information seriously.
If you are unhappy with how we use your information, please contact us first using the Trust's Data Protection Complaints Procedure.

If you are still unhappy, you can contact the **Information Commissioner's Office (ICO)**:

- Website: https://ico.org.uk/make-a-complaint/
- Telephone: 0303 123 1113

The Information Commissioner's Office will expect that the Trust's complaint's procedure has been used first.

10. Contact Us
If you have any questions about this notice or our use of your personal information, please contact:
Hannah Monk
Head of Governance and Data Protection Officer
Email: governance@donesc.org
Telephone: 01603 550150
Address: DoNESC, Orchard House, East Tuddenham, Norfolk, NR20 3LR