



PRIVACY NOTICE FOR PARENTS/CARERS

READ ONLY

Responsible person: Oaks DPO

Approved by: Oaks Directors

Date approved: Summer 2018

Date for review: Summer 2020

Under data protection law, individuals have a right to be informed about how Oaks Academy 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.

For the purposes of this Privacy Notice “parents and carers” mean, any adult, or adults who are responsible for a child who attends, or did attend an Oaks Academy establishment.

We, Oaks Academy, are the ‘data controller’ for the purposes of data protection law. Our Data Protection Officer’s contact details are in the ‘Contact us’ at the end of this privacy notice.

The personal data we hold

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

- Parental and other contacts used for communication and emergency purposes, including address, telephone numbers (mobile, home and work), email addresses
- Bank details for the collection of payments
- Family characteristics, such as ethnic background, spoken languages, eligibility for free school meals, or special educational needs
- Relevant legal information
- Details of any support received, including care packages, plans and support providers

We may also hold data we have received from other organisations, including other schools, local authorities and the NHS.

Why we use this data

We use this data to:

- Send you reports and updates on your child’s progress
- Send you information about school events and to obtain consent for activities
- Contact you in the case of an emergency or other medical need
- Invite you to discuss your child’s welfare and pastoral care
- Administer admissions waiting lists

Our legal basis for using this data

We only collect and use parent’s/carer’s personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest

Less commonly, we may also process your personal data in situations where:

- We have obtained consent to use it in a certain way
- We need to protect the individual’s vital interests (or someone else’s interests)

Where we have obtained consent from you to use your personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Some of the reasons listed above, for collecting and using your personal data overlap, and there may be several grounds which justify our use of this data.

Collecting this information

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

Whenever we seek to collect information from you, we will make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying.

How we store this data

We keep personal information about you while your child is attending an Oaks school. We may also keep it beyond their attendance at a school if this is necessary in order to comply with our legal obligations. Our Retention Schedule sets out how long we keep information. A copy of this is available at www.oaksacademytrust.co.uk

Some of your information is stored in a paper-based file at school and some is stored electronically on Oaks Academy IT hardware.

Data sharing

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 data protection law), we may share personal information about you with:

- **The local authority** to meet our legal obligations to share certain information with it, such as safeguarding concerns, attendance and exclusions
- **Police forces, courts and tribunals** to assist with investigations, safeguarding and disputes
- **Central and local government departments** to enquire about eligibility for free school meals, transport and social care including special and high needs education
- **Other educational institutions** for the passage of information from one institution to another
- **Suppliers and service providers** to enable them to provide the service we have contracted them to undertake on our behalf
- **Health and social welfare organisations** use attendance and other information to provide pastoral care
- **Professional bodies**, such as solicitors to assist with legal issues

Transferring data internationally

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

Parents/Carers rights regarding personal data

Individuals have a right to make a **'subject access request'** to gain access to personal information the school holds about them.

Parents/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 13), or where the child has provided consent.

Parents/carers 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, and if we do hold information about you or your child, we will:

- 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 or your child
- Tell you who it has been shared with, 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

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances. If you would like to make a request, please contact your child's school.

Parents/carers can also access their child's educational record. To request access, please contact your child's school.

Other rights

Under data protection law, individuals have certain 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 your child's school.

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**:

- **Mr G Cutter, Oaks Academy, c/o Claygate House, Littleworth Road, Esher, Surrey KT10 9PN**

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think 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:
- The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF