



# **JSTC Privacy Notice – Parents and Contacts**

## **(How we use parent and contact information)**



We collect and hold personal information relating to parents and contacts of pupils attending our school and may also receive information about you from your child's previous schools. The school uses and processes parent and contact information within the remit of the Regulation (EU) 2016/679 (General Data Protection Regulation), referred to throughout this statement as the GDPR.

### **The categories of parent and contact information that we collect, hold and share include:**

- Personal information (such as name, address, telephone numbers, email addresses, CCTV – still images and video recordings of you, telephone call logs and recordings of calls made to and from you, voicemail recordings of messages left by you, vehicle registration number(s) and military employment confirmation data (if applicable))
- Financial information (such as payments made for school trips / activities, Free School Meals Entitlement)

### **How and why we collect and use this information**

Below are examples of some of the different ways in which we use your personal information and where this personal information comes from. The school's primary reason for using your personal information is to provide educational services to your child.

- We obtain information about you from admissions forms and from your child's previous school(s).
- We may have information about any family circumstances which might affect your child's welfare or happiness.
- We may need information about any court orders or criminal petitions which relate to you. This is so that we can safeguard the welfare and wellbeing of your child and the other pupils at the school.
- We use CCTV to make sure the school site is safe.
- We use Microsoft Forms (part of the Office 365 platform) as our primary method of collecting pupil/parent data and options from both parents and pupils. A typical example would be when a child joins JSTC, all required admission paperwork is normally entered and completed online via the Microsoft Forms Office 365 service.
- We use an electronic visitors' signing in system to collect specific items of your personal data to help us manage your visit to our site. See above for the items of data we collect. The collected data will be used for: recording and controlling access to the JSTC site, health & safety, emergency evacuation, safeguarding and for analysis of visitor patterns and experience purposes.
- We use voicemail recording to record attendance messages, messages left by you when our Main Office is closed or unable to answer your call, and may also be used to allow the reporting of pastoral/academic issues about a child. Where it is used for reporting pastoral/academic issues, it will be clearly advertised before a message can be left (voicemail messages may be retained whilst your child(ren) is on roll at JSTC).
- We use call logging for all calls made to and from JSTC. This is a record of phone numbers, call dates/times and durations of calls. This information will be used for monitoring and statistical analysis and may be used to assist with providing evidence of interactions between callers and JSTC. Sometimes, calls may not be logged if there's a technical fault with the telephone system
- **We use call voice recording for all calls made to and from JSTC.** We record calls for the following reasons:
  - staff protection (in the event of an abusive or aggressive call)
  - to check for mistakes
  - to investigate complaints.

Sometimes, calls may not be recorded if there's a technical fault with the telephone system.

## Sharing personal information with third parties

- In accordance with our legal obligations, we may share information with local authorities and the Department for Education, for example, where we have any safeguarding concerns.
- On occasion, we may need to share information with the police.
- We may also need to share information with our legal advisers for the purpose of obtaining legal advice.
- Occasionally we may use consultants, experts and other advisers to assist the school in fulfilling its obligations and to help run the school properly. We might need to share your information with them if this is relevant to their work.
- If your child is not of British nationality we have to make sure that your child has the right to study in the UK.
- We might have to provide information about you to the Local Authority.
- We may share some information with our insurance company, for example, where there is a serious incident at the school.
- If your child leaves us to attend another school we may need to provide that school with information about you. For example, details of family circumstances for safeguarding reasons.
- We may need to share information if there is an emergency, for example, if you are hurt whilst on school premises.
- Limited personal data collected by our electronic visitors' signing in system (detailed above) will also be shared with the owner of this data capture App, Mediabase Direct Ltd, in order to run the App and for analysing visitor traffic with a view to improving the App experience for visitors and others. ADDRESS: Mediabase Direct Ltd, Gable House, 18-24 Turnham Green Terrace, Chiswick, London, W4 1QP. TELEPHONE: 0208 996 4835
- Call recordings and call logging data are accessible only by the Network Manager and his deputy. The physical hardware on which all call logging and recording data is stored is located in an individually locked cabinet in a secure location on the JSTC site. There may be occasion where we may need to share call logging and recording data with our telephony support company, Daly Systems Ltd solely for the purposes of technical support as part of an agreed maintenance package. ADDRESS: Daly Systems Ltd, Technology House, 1 Heanor Street, Leicester, LE1 4DB. TELEPHONE: 0116 242 6996.

## The lawful basis on which we use this information

### Legitimate interests

This means that the processing is necessary for legitimate interests except where the processing is unfair to you. The school relies on legitimate interests for most of the ways in which it uses your information.

Specifically, the school has a legitimate interest in:

- Providing educational services to your child.
- Safeguarding and promoting the welfare of your child (and other children).
- Safeguarding its staff.
- Promoting the objects and interests of the school.
- Facilitating the efficient operation of the school.
- Ensuring that all relevant legal obligations of the school are complied with.

If you object to us using your information where we are relying on our legitimate interests as explained above please speak to the DPO.

### Legal obligation

This is where the school needs to use your information in order to comply with a legal obligation, for example to report a concern to Children's Services. We may also have to disclose your information to third parties such as the courts, the local authority or the police where legally obliged to do so.

## Vital interests

To protect the vital interests of any person where that person cannot give consent, for example, if they are seriously hurt and are unconscious.

## Public interest

The school considers that it is acting in the public interest when providing education.

The school must also comply with an additional condition where it processes special categories of personal information. These special categories are as follows: personal information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information, health information, and information about sex life or orientation.

## Legal claims

The processing is necessary for the establishment, exercise or defence of legal claims. This allows us to share information with our legal advisers and insurers.

## How long do we keep your information?

We keep your information for as long as we need to in order to educate and look after your child. We will keep some information after your child has left the school, for example, so that we can find out what happened if you make a complaint.

In exceptional circumstances we may keep your information for a longer time than usual but we would only do so if we had a good reason and only if we are allowed to do so under data protection law.

Telephone call recordings are generally held for a maximum of six weeks and are then deleted. However, there are exceptions to this rule if the telephone conversation is threatening or abusive. These telephone call recordings may be held for the duration your child(ren) remain on role at JSTC as they may be required as evidence if the matter escalates or requires legal advice in the future.

## What decisions can you make about your information?

From May 2018 data protection legislation gives you a number of rights regarding your information. Some of these are new rights whilst others build on your existing rights. Your rights are as follows:

- If information is incorrect you can ask us to correct it.
- You can also ask what information we hold about you and be provided with a copy. We will also give you extra information, such as why we use this information about you, where it came from and what types of people we have sent it to.
- You can ask us to delete the information that we hold about you in certain circumstances. For example, where we no longer need the information.
- You can ask us to send you, or another organisation, certain types of information about you in a format that can be read by computer.
- Our use of information about you may be restricted in some cases. For example, if you tell us that the information is inaccurate we can only use it for limited purposes while we check its accuracy.

## Further information and guidance

The Data Protection Officer (DPO) is the person responsible at our school for managing how we look after personal information and deciding how it is shared.

Like other organisations we need to keep your information safe, up to date and only use it for what we said we would.

## Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information, contact the Data Protection Officer via the contact details at the bottom of this notice.

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
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- Claim compensation for damages caused by a breach of Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact 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: Mr J Treasure, Data Protection Officer, John Spendluffe Technology College, Hanby Lane, Alford, Lincolnshire, LN13 9BL or email: [dpo@jstc.org.uk](mailto:dpo@jstc.org.uk)