

Privacy Notices

February 2024

Privacy notice for parents/carers – use of personal data

Individuals have a right to know how school uses their data.

Prepared by: Headteacher Feb 2024

Discussed with: school business manager (SBM) & strategy team

Shared with governors: governor hub

To be Reviewed and Updated: Feb 2026

Privacy notice for parents/carers - use of your personal data

Introduction

Under UK data protection law, individuals have a right to be informed about how the school uses any personal data that they hold about them.

And comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where school is processing their personal data.

This privacy notice explains how the school collects, stores and uses personal data about **parents and carers of pupils at the school**.

Feltham Hill Infant and Nursery School, Bedfont Road, Feltham, TW13 4LZ is the 'data controller', for the purposes of UK data protection law.

With the data protection officer being Gareth Derrig (SBM).

The personal data we hold

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

- Contact details and contact preferences (such as: name, address, email address and telephone numbers).
- Bank details.
- Details of family circumstances.
- Details of any safeguarding information including court orders or professional involvement.
- Records of correspondence and contact with us.
- Details of any complaints made.
- Information about our use of information and communication systems, equipment and facilities (e.g. school computers).

School may also collect, use, store and share (when appropriate) information that falls into 'special categories' of more sensitive personal data.

This includes, but is not restricted to:

- Information about any health conditions that we need to be aware of.
- Photographs and CCTV images captured in school.
- School may also hold data that we have received from other organisations, including other schools, police and social services.

Why we use this data

We use the data listed above to:

- Report to you on your child's attainment and progress.
- Keep you informed about the running of the school such as, emergency closures and events.
- Process payments for school trips, uniform and clubs.
- Provide appropriate pastoral care.
- Protect pupil welfare.
- Assess the quality of our services.
- Comply with legal and statutory obligations.
- Make sure our information and communication systems, equipment and facilities (e.g. school computers) are used appropriately, legally and safely.

Use of your personal data in automated decision making and profiling

We do not currently process, any parents' or carers' personal data through automated decision making or profiling.

If this changes in the future, school will amend any relevant privacy notices in order to explain the processing to parents/carers, including a right to object to it.

Use of your personal data for filtering and monitoring purposes

While your child is in our school, we may monitor use of information and communication systems, equipment and facilities (e.g. school computers).

Leaders do this, so that they can:

- Comply with health and safety and other legal obligations.
- Comply with school policies including: child protection and safeguarding policy, online safety policy which includes acceptable use of information technology (IT), staff code of conduct and grievance procedures which includes acceptable use of technology, as well as, any legal obligations
- Keep network(s) and devices safe from unauthorised access, and prevent malicious software from harming our networks.

Our lawful basis for using this data

We only collect and use pupils' 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 pupils' 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 to use pupils' 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 pupils' personal data overlap, and there may be several grounds which justify our use of this data.

Our basis for using special category data

For 'special category' data, school will only collect and use it when we have both a lawful basis, as set out above, and 1 of the following conditions for processing, as set out, in UK data protection law:

- Have obtained your explicit consent to use your personal data in a certain way.
- Need to perform or exercise an obligation or right in relation to employment, social security or social protection law.
- 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.
- Need to process it for the establishment, exercise or defence of legal claims.

- Need to process it for reasons of substantial public interest, as defined in legislation.
- 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.
- 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.
- 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:

- Having obtained your consent to use it in a specific way.
- Needing 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.
- Needing to process it for, or in connection with, legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of legal rights.
- Needing to process it for reasons of substantial public interest, as defined in legislation.

Collecting this data

While the majority of information school collects 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.

Most of the data school holds about you will come from you, but we may also hold data about you from:

- Local authorities
- Government departments or agencies
- Your children
- Police forces, courts or tribunals

How we store this data

Leaders keep personal information about you while your child is attending our school.

- Leaders may also keep it beyond their attendance at our school, if this is necessary.
- Our records management and retention schedule, sets out how long we keep information about parents and carers.
- This policy can be obtained by emailing the school business manager (SBM) using the office email: office@fhi.hounslow.sch.uk

- School has put in place appropriate security measures to prevent your personal information being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.
- We will dispose of your personal data securely when we no longer need it.

Who we share data with

School does 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:

- Our local authority, London borough of Hounslow - to meet our legal obligations to share certain information with it, such as safeguarding concerns and information about exclusions.
- Government departments or agencies.
- Our regulator - Ofsted.

Data may also be shared with suppliers and service providers including:

- Financial organisations.
- Our auditors.
- Survey and research organisations.
- Health authorities.
- Health and social welfare organisations.
- Professional advisers and consultants.
- Charities and voluntary organisations.
- Police forces, courts, tribunals.

Transferring data internationally

School may share your data with third parties who are located internationally.

This may include:

- Other schools or educational establishments.
- App or cloud server providers.
- Filtering and monitoring providers.

School may share personal information about you, where different data protection legislation applies:

- School will transfer data on the basis of an adequacy regulation (previously named 'adequacy decision') by the UK government.
- If 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.

Your rights

How to access personal information that we hold about you

You have a right to make a 'subject access request' to gain access to personal information that school holds about you.

If you make a subject access request, and if we do hold information about you, we will (subject to any exemptions that may 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 personal information to be transmitted electronically to another organisation in certain circumstances.
If you would like to make a request, please contact the SBM.

Your other rights regarding your data

Under 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 school's use of your personal data.
- Prevent your data being used to send direct to 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 the SBM (see 'Contact list' below).

Complaints

Leaders take any complaints about school's collection and use of personal information very seriously.

- If you think that the collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with the SBM 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

Contact us

If you have any questions or concerns, or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**:

- Gareth Derrig (SBM) at the school office
office@fhi.sch.hounslow.uk

However, school's **data protection lead** who has day-to-day responsibility for data protection issues in our school.

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

- Felicity Sinclair deputy Headteacher, using the school office email.