



QUEST

Privacy notice for parents/carers – GDPR compliant September 2021

QUEST and its schools are committed to protecting the privacy and security of personal information.

Under data protection/ GDPR law, individuals have a right to be informed about how the Trust 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 **pupils and parents/carers**.

We, QUEST, are the 'data controller' for the purposes of data protection law and our data protection officer is Janice Jones (see 'Contact us' below).

The personal data we collect, hold and share

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

- Personal information (such as name, unique pupil number, address, date of birth, gender, relevant medical information, Parent's name, Parent's contact number and email address, Parent's employment information, Parent's date of birth and National insurance number)
- Emergency contact and family lifestyle information such as names, relationship, phone numbers and email addresses
- Financial details (such as bank details when using online payments systems, proof of earnings when applying for free school meals)
- Results of internal assessments and externally set tests
- Pupil and curricular records
- Characteristics, such as ethnicity, language, nationality, country of birth, eligibility for free school meals, special educational needs and behavioural information.
- Exclusion information
- Details of any medical conditions, including physical and mental health
- Attendance information (such as sessions attended, number of absences and absence reasons.
- Safeguarding information
- Details of any support received, including care packages, plans and support providers
- Photographs of pupils/student engaging in school activities
- CCTV images captured in school
- Information about the use of our IT, communications and other systems, including monitoring information
- Where pupils may go after they leave us (Post 16 Education, Training Provider, Apprenticeship, Employment)
- For pupils enrolling for post 14 qualifications, the Learning Records Service will give us a unique learner number (ULN) and may also give us details about pupils' learning or qualifications.

We may also hold data about pupils that we have received from other organisations, including other schools, local authorities and the Department for Education.

Why we collect and use information.

We use this data for:

- Pupil selection (and to confirm the identity of prospective pupils and their parents);
- Administering admissions waiting lists;
- Providing education services and extra-curricular activities to pupils and monitoring pupils' progress and educational needs;
- Supporting teaching and learning;
- Assessing and reporting on pupil progress and to set targets for schools;

- Safeguarding pupils' welfare and providing appropriate pastoral (and where necessary medical) care;
- Assessing the quality of our services;
- Carrying out research and statistical analysis for diversity purposes;
- Complying with the law regarding data sharing;
- Monitoring the use of the Trust's IT and communications systems in accordance with the Trust's ICT, E-Safety, Security and Safer Internet Policy;
- Making use of photographic images of pupils in school/Trust publications, on websites and on social media channels;
- Communicate trust events/campaign, charitable causes or services that maybe of interest to you;
- Giving and receiving information and references about past, current and prospective pupils and to provide references to potential employers of past pupils;
- Providing support to pupils after they leave the school.

Our legal 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. See the section on Right to Withdraw consent which explains 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.

Collecting this information

Whilst the majority of information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

How we store this data

The schools keep information about pupils and their families on computer systems and sometimes on paper. Personal Data relating to pupils within schools of QUEST and their families is stored in line with the Trust's GDPR data protection policy.

In accordance with GDPR, the Trust does not store personal data indefinitely; data is only stored for as long as is necessary to complete the task for which it was originally collected.

Why we share pupil information

We do not share information about pupils and their families with any third party without consent, unless the law and our policies allow us to do so.

We share pupils' data with the Department for Education (DfE) on a statutory basis. This data sharing underpins school funding and educational attainment policy and monitoring.

We are required to share information about our pupils with the DfE under regulation 5 of The Education (Information about Individual Pupils) (England) Regulations 2013.

To find out more about the data collection requirements placed on us by the Department for Education (for example; via the school census) go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information with:

- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions
- The Department for Education
- Schools that the pupils have attended/will attend
- Educators and examining bodies
- Ofsted
- Suppliers and service providers – to enable them to provide the service we have contracted them for
- Financial organisations
- Central and local government
- Our auditors
- Survey and research organisations
- Health authorities (including NHS)
- Security organisations
- Health and social welfare organisations
- Local Authority Designated Officer
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals
- Professional bodies, such as lawyers and consultants
- Support services (including insurance, IT support, information security)
- Youth support services – under section 507B of the Education Act 1996, to enable them to provide information regarding training and careers as part of the education or training of 13-19 year olds;

Information will be provided to those agencies securely or anonymised where possible.

The recipient of the information will be bound by confidentiality obligations and we require them to respect the security of your data and to treat it in accordance with the law. We may transfer your personal information outside the EU. If we do, you can expect a similar degree of protection in respect of your personal information.

Youth Support Services

Pupils aged 13+

Once our pupils reach the age of 13+, we also pass pupil information to our Local Authority and/or provider of youth support services as they have responsibilities in relation to the education or training of 13-19 year olds under section 507B of the Education Act 1996.

We must provide the pupil's name, the parents' name(s) and any further information relevant to the support services role.

This enables them to provide services as follows:

- youth support services
- careers advisers

A parent/carer can request that only their child's name, address and date of birth is passed to their Local Authority or provider of youth support services by informing us. This right is transferred to the child / pupil once he/she reaches the age 16.

Pupils aged 16+

We will also share certain information about pupils aged 16+ with our Local Authority and/or provider of youth support services as they have responsibilities in relation to the education or training of 13-19 year olds under section 507B of the Education Act 1996.

This enables them to provide services as follows:

- post-16 education and training providers
- youth support services

- careers advisers

For more information about services for young people, please visit the Local Authority website.

National Pupil Database

The NPD is owned and managed by the Department for Education and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.

We are required by law, to provide information about our pupils to the DfE as part of statutory data collections such as the school census and early years' census. Some of this information is then stored in the NPD. The law that allows this is the Education (Information About Individual Pupils) (England) Regulations 2013.

To find out more about the NPD, go to <https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>.

The DfE may share information about our pupils from the NPD with third parties who promote the education or well-being of children in England by: conducting research or analysis, producing statistics, providing information, advice or guidance.

The DfE has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- Who is requesting the data?
- The purpose for which it is required.
- The level and sensitivity of data requested.
- The arrangements in place to store and handle the data.

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the department's data sharing process, please visit: <https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the Department has provided pupil information, (and for which project), please visit the following website: <https://www.gov.uk/government/publications/national-pupil-database-requests-received>

To contact the DfE: <https://www.gov.uk/contact-dfe>

Requesting access to your personal data

Under data protection legislation, parents and pupils have the right to request access to information about them that we hold.

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 the Data Protection regulations

If you want to exercise any of the above rights, make a request for your personal information, or be given access to your child's educational record, please contact us via the following email addresses:

St. Peter's Hindley – enquiries@admin.hindleysaintpeters.wigan.sch.uk

St. John's Hindley Green – enquiries@admin.hindleygreensaintjohns.wigan.sch.uk

Hindley Green CP – enquiries@admin.hindleygreen.wigan.sch.uk

St. John's Abram – enquiries@admin.abramsaintjohns.wigan.sch.uk

University Collegiate School – enquiries@TheUCS.org.uk

Or alternatively in writing to QUEST, 682 Atherton Road, Hindley Green, Wigan, WN2 4SQ.

You should address all correspondence relating to 'access' with the heading SUBJECT ACCESS REQUEST, followed by your name.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time.

To withdraw your consent, please contact us via the email addresses above or alternatively in writing to QUEST, 682 Atherton Road, Hindley Green, Wigan, WN2 4SQ.

You should address all correspondence relating to 'withdrawing consent' with the heading WITHDRAW CONSENT, followed by your name.

Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Contact us

If you would like to discuss anything in this privacy notice, or have a concern about the way we are collecting or using your personal data, we request that you raise your concern with our Data Protection Officer in the first instance by contacting Janice Jones at QUEST Head Office on 01942 834000 or by post to 682 Atherton Road, Hindley Green, Wigan, WN2 4SQ.