

Contact Details: Ysgol Gyfun Heolddu Comprehensive School
Telephone: 01443 875531
Email: HeoldduComprehensive@sch.caerphilly.gov.uk

Description of Privacy Notice: This privacy notice will explain how Heolddu Comprehensive will process personal information about pupils and families.

How we will use your information

Source and type of information being processed

The categories of pupil information that we collect, hold and share include:

- personal information (such as name, unique pupil number and address)
- characteristics (such as ethnicity, language, nationality, country of birth and free school meal eligibility)
- attendance information (such as sessions attended, number of absences and absence reasons)
- behavioural information (such as exclusions, and any relevant alternative provision put in place)
- safeguarding information (such as court orders and professional involvement)
- special educational needs (including the needs and ranking)
- medical and administration (such as doctors' information, child health, dental health, allergies, medication and dietary requirements)
- contact details, contact preferences, date of birth, identification documents
- performance in internal and national assessments and examinations, assessment information
- pupil and curricular records
- details of any medical conditions, including physical and mental health
- details of any support received, including care packages, plans and support providers
- photographs
- CCTV images captured in school

Source of the personal data

This information has been collected from:

- Pupils/families directly, (e.g. via registration forms at the start of the school year, school trip applications, etc)
- Other schools where a pupil has previously attended
- Caerphilly County Borough Council Education Directorate
- Caerphilly County Borough Council Social Services Directorate (if applicable)
- Aneurin Bevan University Health Board School Health Service

If you would like further information on the source of this information, please contact the school.

Processing during/following the Coronavirus Pandemic

Ysgol Gyfun Heolddu Comprehensive School continue to process personal data for the purposes detailed under the 'Why do we collect and use your information' section of this privacy notice. However, your personal data may be processed in new ways as we move towards a more digital learning approach. These are as follows:

- the provision of educational services to individuals either face-to-face or remotely using digital learning opportunities as directed by Welsh Government;
- monitoring pupils'/children's educational progress when learning remotely;
- monitoring the welfare of pupils when learning remotely;
- the giving of support and guidance to children and young people, their parents and legal guardians;

Please note that an appropriate professional from Ysgol Gyfun Heolddu Comprehensive School may make 'wellbeing calls' to pupils learning remotely in order to carry out these functions.

All maintained schools are expected to "keep all children safe and well" and ensure that learners are being supported as they would when attending school. The current situation means that educational progress and pupil wellbeing is tracked another way by keeping in regular contact with families and offering support.

The process complies with the below education legislation and Welsh Government guidance:

Education Act 2002(175)

Duties of LEAs and governing bodies in relation to welfare of children

- (1) *A local education authority shall make arrangements for ensuring that the functions conferred on them in their capacity as a local education authority are exercised with a view to safeguarding and promoting the welfare of children.*

Developing approaches to support distance learning

"Across our education system we are prioritising support for all learners to keep learning and transition effectively back into school when the time comes. Therefore, this advice focuses on the work of settings and schools in considering how all learners can be supported to return to education in a positive frame of mind, and to continue as seamlessly as possible with their learning.

To help make this happen schools, PRUs and settings are advised to make all efforts to:

- *keep all children safe and well*
- *offer access to childcare for critical workers*
- *ensure learners who are at most risk are being supported*
- *support the well-being of the education workforce*
- *allow learners to access learning through digital or other accessible methods in a practical and uncomplicated way*
- *support all partners' shared understanding of how effective, organised distance learning can provide a breadth of learning experiences*
- *support parents/carers access to guidance to understand their role in supporting their children within distance learning*
- *support the well-being and basic skills of learners through effective contact and communications.*

Settings and schools will have access to support from regional consortia and local authorities as they develop their approaches to distance learning. This advice includes signposting to some models that settings and schools may wish to adopt or adapt as part of their distance learning strategy."

<https://hwb.gov.wales/storage/19393a15-8ee2-42f8-b648-ba2edaeb56db/developing-approaches-to-support-distance-learning.pdf>

Your Obligations

Certain pupil data is essential for the schools' operational use. Whilst the majority of pupil information you provide to us is mandatory due to a legal or contractual obligation (please see below), some of it is optional, and if this is the case you will be asked to give your consent.

We will inform you at the point of collection whether you are required to provide certain pupil information to us, or if you have a choice in this. The school will also outline any consequences should you decide not to provide information or to subsequently withdraw consent.

Why do we collect and use your information

Ysgol Gyfun Heolddu Comprehensive School collects information about children and young people and their parents or legal guardians upon enrolment and at other key times during the school year. When children and young people transfer to the School, we may receive information from other schools and early years providers.

Ysgol Gyfun Heolddu Comprehensive School processes the information it collects to administer the education it provides to children and young people. For example:

- the provision of educational services to individuals;
- monitoring and reporting on pupils'/children's educational progress;
- the provision of welfare, pastoral care and health services;
- the giving of support and guidance to children and young people, their parents and legal guardians;
- the organisation of educational events and trips;

Ysgol Gyfun Heolddu Comprehensive School collects information about children and young people and their parents or legal guardians when they apply for admission to Ysgol Gyfun Heolddu Comprehensive School. This data can be accessed by Caerphilly County Borough Council for the same reasons listed above.

We collect and use pupil information under Section 537A of the Education Act 1996 and section 83 of the Children Act 1989. We also comply with Article 6(1)(c) and Article 9 (2)(b) of the General Data Protection Regulation (GDPR).

We use pupil data:

- to support pupil learning
- to monitor and report on pupil progress
- to provide appropriate pastoral care
- to assess the quality of our services
- to keep children safe (food allergies, or emergency contact details)
- to meet the statutory duties placed upon us for Welsh Government data collections
- to administer trips and activities, catering and free school meal management, which may include identity management/authentication using biometrics
- to support pupils to decide what they want to do after leaving school

Legal basis for processing

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified.

Mandatory school processing of pupil information is covered by:

6(1)(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

The public task is provided by:

Education Act (1996/2002);
Special Educational Needs Code of Practice for Wales (2002)

Optional processing of personal data is covered by the Article 6 condition:

6(1)(a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes

For instance, Ysgol Gyfun Heolddu Comprehensive School will ask for your consent to publish or display photographs of your son/daughter on displays around the school, in newspaper or local magazine articles, and on our website and/or social media pages. You have the right to withdraw consent at any time. Please contact the school for further information.

Data Protection legislation provides extra protection for certain classes of information called 'special categories of personal data', which includes:

- Racial or ethnic origin
- Religious or other beliefs of a similar nature
- Political opinion
- Physical or mental health or condition
- Genetic data
- Biometric data (where used for identification purposes)
- Sexual life or orientation
- Trade union membership

Data Protection legislation also provides extra protection for personal data in relation to criminal allegations, proceedings, outcomes and sentences.

If any information falls within these definitions, additional conditions are required from Article 9 for special category data and Article 10 for personal data relating to crimes, taking into account additional provisions of the Data Protection Act 2018. If you have any questions in the meantime, please contact the school.

Article 9(2)(g) for special category data –
processing is necessary for reasons of substantial public interest on the basis of Union or Member State law; and Article 10 for criminal data – when the processing is authorised by Union or Member State law.

The relevant Member State law is the Data Protection Act 2018, and this processing is covered by Schedule 1, Part II, 6(1).

This condition is met if the processing—

- (a) is necessary for a purpose listed in sub-paragraph (2), and*
- (b) is necessary for reasons of substantial public interest.*

(2) Those purposes are—

- (a) the exercise of a function conferred on a person by an enactment or rule of law;
- (b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

Who will have access to your information?

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Ysgol Gyfun Heolddu Comprehensive School.
The Data Protection Officer is contracted by the school to Caerphilly County Borough Council. You can contact the school Data Protection Officer on 01443 864049, or by email at dataprotection@caerphilly.gov.uk

Details of main users of your information

The main users of your information will be Ysgol Gyfun Heolddu Comprehensive School.

Details of sharing your information with other organisations

We may be required to share certain pupil information with specific organisations, but only with a clearly defined reason and an appropriate legal basis under data protection law.

We always ensure that the sharing of personal information is securely undertaken.

Organisation	Reason	Lawful Basis
School/College/Day Centre that the pupil subsequently attends	Continuity of education	Compliance with a legal obligation (Art 6 GDPR) under the Pupil Information (Wales) Regulations 2011
Caerphilly County Borough Council	To monitor education provision and research to inform policy and funding decisions	Compliance with a legal obligation (Art 6 GDPR)
	To provide IT support	Processing necessary for performance of a contract (Art 6 GDPR)
	To provide Health and Safety support	Processing necessary for performance of a contract (Art 6 GDPR)
	To defend insurance claims	Processing necessary for legitimate interests (Art 6 GDPR) and legal proceedings (Art 9 GDPR)
	To administer Special Educational Needs support	Compliance with a public task (Art 6 and 9 GDPR)

	For safeguarding purposes	Compliance with a legal obligation, vital interests, or public task (Art 6 and 9 GDPR)
	To provide school-based counselling services.	Compliance with a public task (Art 6 and 9 GDPR)
	Provision of statistics to monitor education	Compliance with a legal obligation (Art 6 GDPR)
Welsh Government (further detail below)	To share school information, benchmarking, target setting with the organisation to help raise education standards. This is information also provided to Governors.	Compliance with a legal obligation or public task (Art 6 GDPR)
Education Achievement Service	To provide a school health service	Compliance with a public task (Art 6 GDPR); public health (Art 9 GDPR)
Aneurin Bevan University Health Board	Safeguarding purposes	Compliance with a legal obligation, vital interests, or public task (Art 6 and 9 GDPR)
	<p>Information is shared in the following ways/circumstances:</p> <ul style="list-style-type: none"> • Personal details/needs/abilities to support college applications • Pupil names and contact details when parents request contact from a Careers Advisor <p>Most often, Careers Wales already have the pupil/family contact details.</p>	Compliance with a public task (Art 6 GDPR) under the Education Act 1997 (S44).
Careers Wales	Staff from other services (including social workers and doctors) working with a child so that a multi professional approach can be adopted for trying to understand problem behaviours and for risk management purposes	Compliance with a public task (Art 6 GDPR); public health (Art 9 GDPR)
Therapy Intervention Services		

Sharing information with Welsh Government

In addition, the **Welsh Government** receives information on pupils directly from schools normally as part of statutory data collections which consists of the following:

- Post-16 data collection
- Pupil Level Annual School Census (PLASC)
- National data collection (NDC)
- Attendance collection
- Welsh National Tests (WNT) data collection

In addition to the data collected as part of PLASC, the Welsh Government and Local Authorities also receive information regarding National Curriculum assessments, public examination results, and attendance data at individual pupil level which comes from Schools or Awarding Bodies (e.g. WJEC).

The Welsh Government uses this personal information for research (carried out in a way that ensures individual children and young people cannot be identified) and for statistical purposes, to inform, influence and improve education policy and to monitor the performance of the education service as a whole. Examples of the sort of statistics produced can be viewed at www.wales.gov.uk/statistics. Further information on the Welsh Governments' use of personal data is set out within the Welsh Governments' Privacy Policy which is available here.

Details of any external data processors

CAPITA Capita SIMS (data management)



Student data processed:

pupil name and contact details, parent name and contact details, emergency contact details, pupil attendance, any dietary or medical needs, and information regarding Special Educational Needs

Capita SIMS is a Management Information System (MIS) used to store pupil information collected directly from parents/carers when a pupil joins the school. SIMS is hosted at a Microsoft Azure datacentre in the UK and data is encrypted at rest in cloud storage and as it travels across the internet or within networks.

<https://www.capita-sims.co.uk/gdpr> |

<https://www.capita-sims.co.uk/privacy-notice>



CCTV (public monitoring)

Student data processed: surveillance footage and location of pupils and their families whilst on the school premises

CCTV is used both inside and outside the school to ensure the safety of all staff, pupils, and visitors. The school CCTV is monitored by Ysgol Gyfun Heolddu Comprehensive School and data is stored in the school.

<https://www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Privacy-notice>



InVentry Limited (visitor sign-in system)

Visitor data processed: full name, car registration number, photograph/image, company

InVentry is used to assist in processing personal data. The system is in place for signing in and out for visitors. Data is stored on the school network. InVentry does process data when the school use the support desk, ID badge making, and InVentry Anywhere services. Data is stored on a secure cloud server owned and maintain by the company that is regularly purged of information.

<https://inventry.co.uk/gdpr-policies/>



Thrive Online (emotional/social development support)

Student data processed: Names, UPN, class, and date of birth

Thrive Online is used to support pupils with building on progress and development in the curriculum and everyday life experiences. Any personal information provided to Thrive will be held within the European Economic Area. Only some pupils are involved in this intervention.

<https://www.thriveapproach.com/privacy-policy/privacy-policy-2/>



GL Assessment (pupil assessment)

Student data processed: pupil names, class, dates of birth

GL Assessment is used by the school for English, Reading and Maths assessments. We share information in order for assessments to be standardised. Passwords are changed every 6 months to safeguard users. Any access to the data by the company is tracked and a detailed audit log maintained together with the reasons for access.

<https://www.gl-assessment.co.uk/support/privacy-policy/> |

<https://www.gl-assessment.co.uk/media/286590/data-policy-apr-2018.pdf>



Evolve (risk assessments)

Student data processed: pupil names, class, date of birth, any medical advice or allergies declared by parent on consent forms

Evolve assists the school in risk assessing school trips for staff, visitors, and pupils. Data is stored in databases within the United Kingdom and each server has Proactive Threat Monitoring to detect any intrusion attempts.

<https://evolve.edufocus.co.uk/evco10/privacy.asp> |

<http://edufocus.co.uk/pages/evolve/gdpr.asp>



Edukey Class Charts (behaviour management)

Student data processed: UPN, pupil name, gender, date of birth, class, parent/carer name and contact details.

Edukey Class Charts is used to track how students progress over the school day with real time lesson attendance information and helps the school to reward positive behaviour with achievement points. The app allows parents/carers to view their child's progress. All data is encrypted when stored on Google Cloud servers in the UK and when it travels across the internet.

<https://www.edukey.co.uk/privacy/> | <https://www.edukey.co.uk/gdpr-compliance/> | https://www.edukey.co.uk/wp-content/uploads/GDPR_Summary.pdf



Edukey Provision Mapping (intervention)

Student data processed: full name, date of birth, email address, telephone number, unique personal number, ethnicity, language, gender, religion, country of birth, free school meal eligibility.

Edukey is used to support the school with learning plans and implementing the Assess – Plan – Do – Review approach from the SEND Code of Practice. The software helps to map out interventions and track the individuals linked to each case. The company routinely carry out vulnerability and penetration testing on their platforms and restrict access to personal data.

<https://www.edukey.co.uk/privacy/> | <https://www.edukey.co.uk/gdpr-compliance/> | https://www.edukey.co.uk/wp-content/uploads/GDPR_Summary.pdf



Go4Schools (tracking progress)

Student data processed: full name, date of birth, family details, lifestyle and social circumstances, employment and education details

Go4Schools is an online system with several different modules to help in areas such as tracking assessments, rewarding positive behaviour, producing progress reports, and setting homework. The company anonymise data within 4 weeks after subscription cancellation and conduct internal reviews of their data collection, storage and processing practices.

<https://www.go4schools.com/PrivacyPolicy.aspx>



Microsoft Outlook (communication)

Student data processed: pupil names, date of birth, class, parent/carer names, contact details

Microsoft Outlook is an email system that supports the Senior Management Team with business administration and communicating with the Local Authority. Data is stored in UK Data Centres and Microsoft control staff access to personal data. Microsoft ensure data is encrypted when stored in their Data Centres and when it travels across the internet.

<https://www.microsoft.com/en-us/trust-center/privacy/gdpr-overview> | <http://www.microsoftvolumeicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=46>



Google for Education (learning support/communications)

Student data processed: full name, date of birth, class.

Google for Education (i.e. Gmail, Google Drive, Docs/Sheets/Slides) is used by the school to create assignments, communicate with students through a school-wide email system for teachers, provide feedback on student work, and track student progress within classes. Data is encrypted and information is stored securely within UK Data Centres. Google monitor staff access controls and there is a strict security monitoring program in place to detect any unauthorised access to the network or by employees.

<https://cloud.google.com/security/gdpr/resource-center/>



HWB (national assessments/additional services)

Student data processed: pupil names, year groups, assessment data, Pupil name, date of birth, class

HWB is a Welsh Government digital learning website. It allows learners access to Microsoft packages and various other software. Hwb is linked to Captia SIMS and extracts information. All pupils in maintained schools in Wales must be provided with a secure log-in to the Hwb platform due to mandatory reading and numeracy tests. <https://hwb.gov.wales/privacy>



Eduspot Teachers2Parents (home-school communications)

Student data processed: pupil names, classes, parent names, and telephone numbers

Eduspot Teachers2Parents is linked with Capita SIMS via a sub-processor and extracts information. The system is used to keep parents and carers up to date with relevant information regarding any school events, activities, or closures.

<https://eduspot.co.uk/privacy-policy/>



Eduspot BehaviourWatch (attendance and behaviour)

Student data processed: full name, DOB, class, parent names, parent email address and telephone number.

Eduspot BehaviourWatch is used to track how students are getting on at school with real time attendance monitoring and communicate progress with parents/carers. The system helps the school to reward positive behaviour.

<https://eduspot.co.uk/privacy-policy/>



Libresoft Librarian+ (Library software)

Student data processed: full name, unique personal number, class, year group, gender, email address.

Libresoft Librarian+ is used to store an inventory of school books in the library and keep track of books lent to pupils.

<https://libresoft.co.uk/privacy/>

Details of transfers to any countries outside of the European Economic Area



Twitter (celebrating success)

Student data processed: pupil name, pupil photograph/video, class, school

Twitter is a social media website used to celebrate pupil success, activities in school, and provide parents/carers with up to date information. We will always seek consent before publishing images or videos alongside a child's name.

<https://twitter.com/en/privacy>

Requests for information

All recorded information held by the school may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation (General Data Protection Regulations 2016 and Data Protection Act 2018).

If the information you provide is subject to such a request, where possible, the school will consult with you on its release. If you object to the release of your information, we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

We hold pupil data securely for the set amount of time documented in our data retention schedule. Ysgol Gyfun Heolddu Comprehensive School will retain information in line with the following guidance from the *Information Management Toolkit for Schools* created by the Information and Records Management Society:

3.2 Pupil's Educational Record					
	Basic file description	Statutory Provisions	Retention Period [Operational]	Action at end of the administrative life of the record	Personal Information
Please note that any record containing pupil information may be subject to the requirements of the IICSA. Schools should implement any instruction which has been received from IICSA. The instructions from IICSA will override any guidance given in this Retention Schedule. If any school is unsure about what records should be retained, they should seek the advice of their own local authority or take independent legal advice.					
3.2.1	Pupil's Educational Record required by The Pupil Information (Wales) Regulations 2011	The Pupil Information (Wales) Regulations 2011			Yes
3.2.1.2	Secondary	Limitation Act 1980 (Section 2)	Date of birth of the pupil + 25 years	REVIEW	
3.4.1	Special Educational Needs files, reviews and Education, Health and Care Plan (including advice and information provided to parents regarding educational needs and accessibility strategy)	Children and Family's Act 2014; Special Educational Needs and Disability Act 2001 Section 14	Date of birth of the pupil + 31 years [Education, Health and Care Plan is valid until the individual reaches the age of 25 years – the retention period adds an additional 6 years from the end of the plan in line with the Limitation Act]	SECURE DISPOSAL	Yes

Your Rights (including Complaints Procedure)

Your rights under the Data Protection Act 2018

Data Protection laws give data subjects (those who the information is about) a number of rights, which include:

- **Right to be informed** how personal data is collected, stored, managed, protected, and processed.
- **Right of access** to request a copy of personal information held of yourself. However, please be aware that information can sometimes be legitimately withheld.
- **Right to rectification** of inaccurate or incomplete personal data.
- **Right to erasure** where you have the right to have your personal data erased in certain circumstances. This does not include any personal data that must be retained by law.
- **Right to restriction**, which allows you to limit the way we use your personal data in some circumstances.
- **Right to portability** gives an individual the right to receive copies of data provided to a controller in a portable format.
- **Right to object** to the processing of one's personal data; and the final one is the
- **Rights in relation to automated decision making and profiling.**

Children and young people have certain rights under data protection legislation, including a general right to be given access to personal data held about them by an organisation. A child or young person is normally deemed to be mature enough to understand their rights of access from the age of 12 years or over. Therefore, the child or young person should either submit an information request themselves directly to the school, or provide a letter of authority to give a third party (i.e. a parent or carer) consent to act on their behalf. A parent requesting information on behalf of a child would need to provide proof of ID and Parental Responsibility.

To enact your rights, please contact Ysgol Gyfun Heolddu Comprehensive School as detailed at the top of this document. A copy of any individual right request and your response will be kept for 3 years.

Complaints Procedure

If you are unhappy with the way that the school has handled your request / information, you have the right of complaint. Please contact Ysgol Gyfun Heolddu Comprehensive School outlining your concerns in the first instance.

If you remain unhappy, you can contact the schools Data Protection Officer on 01443 864322 / dataprotection@caerphilly.gov.uk.

You also have the right to ask the Information Commissioner, who enforces and oversees the Data Protection Act in the UK, to assess whether or not the processing of personal information is likely to comply with the provisions of our legislative responsibilities. Further information on your rights is available from: www.ico.org.uk.

Summary Privacy Notice

How we will use your information

Ysgol Gyfun Heolddu Comprehensive School processes personal information about pupils and their families to support pupil learning and monitor attainment, to provide pastoral care, and to keep children safe. We also process personal information to meet the statutory duties placed upon us by Welsh Government, to administer optional school trips and activities, and to deliver the school catering service, which may include verifying identity using biometric systems. Some of the above personal data be processed in new ways during Covid-19 as we move towards a more digital learning approach where educational progresses and pupil wellbeing are tracked another way.

The school takes its responsibilities under data protection law very seriously, and will store and use all personal information securely, disposing of it when no longer required. Personal information may be shared securely for clear purposes with other organisations such as Caerphilly County Borough Council, Welsh Government, or other external partners (e.g. other Local Authorities, Health Boards, Careers Wales and Special Educational Needs Tribunal Wales) that provide a service to pupils/families. You have a number of rights in relation to your personal information, including the right of access to information and the right of complaint.

For further information on how we process your information and your rights please click the following link:

<https://www.heoldducomprehensive.org.uk/Statutory-policies-documents/>