



ARNOLD  
HOUSE  
SCHOOL

Arnold House School

# PRIVACY NOTICE

REVIEW DATE: JULY 2022

## **ARNOLD HOUSE SCHOOL**

### **PRIVACY NOTICE**

#### **WHAT THIS PRIVACY NOTICE IS FOR**

This Privacy Notice is intended to provide information about how Arnold House School (as the Data Controller) will use (or "process") personal data about individuals including its current, past and prospective pupils; and their parents, carers or guardians (referred to in this document as "parents").

This information is provided because the UK General Data Protection Regulation and Data Protection Act 2018 (together the "Data Protection Law") gives individuals rights to understand how their data is used. Parents and pupils are all encouraged to read this Privacy Notice and understand the school's obligations to its entire community.

This Privacy Notice applies alongside any other information the school may provide about a particular use of personal data, for example when collecting data via an online or paper form.

This Privacy Notice also applies in addition to the School's other relevant terms and conditions and policies, including:

- any contract between the school and the parents of pupils;
- the school's CCTV policy;
- the school's Retention of Records policy;
- the school's Safeguarding, Pastoral, or Health and Safety Policies, including as to how concerns or incidents are recorded; and
- the school's IT policies, including its Acceptable Use Policy and eSafety Policy.

Anyone who works for, or acts on behalf of, the school (including staff, volunteers, governors and service providers) will also be aware of and use personal data in accordance with this Privacy Notice.

#### **RESPONSIBILITY FOR DATA PROTECTION**

The School has appointed the HR and Compliance Administrator as its Privacy and Compliance Officer who will be the first point of contact for all your requests and enquiries concerning the school's uses of your personal data (see section on Your Rights, below) and endeavour to ensure that all personal data is processed in compliance with this Privacy Notice and Data Protection Law.

The HR and Compliance Manager is Frances Peel Yates. She can be contacted by email on [fpeelyates@arnoldhouse.co.uk](mailto:fpeelyates@arnoldhouse.co.uk) or by telephone at 020 72666998.

#### **WHY THE SCHOOL NEEDS TO PROCESS PERSONAL DATA**

In order to carry out its ordinary duties to pupils and parents, the school needs to process a wide range of personal data about individuals (including current, past and prospective pupils or parents) as part of its daily operation, such as:

- Support pupil learning
- Monitor and report on pupil progress
- Provide appropriate pastoral care
- Protect pupil welfare

- Assess the quality of our services
- Administer admissions waiting lists
- Carry out research
- Comply with the law regarding data sharing

Some of this activity the school will need to carry out in order to fulfil its legal rights, duties or obligations – including those under a contract with its parents of its pupils.

Other uses of personal data will be made in accordance with the school's legitimate interests, or the legitimate interests of another, provided that it is within the school's stated purpose and these are not outweighed by the impact on individuals and provided it does not involve special or sensitive types of data.

If the school intends to use personal data for any reason, other than the stated purpose, then the school will seek permission from the subject prior to any processing under the new stated purpose.

The school expects that the following purposes will fall within that category of its (or its community's) "**legitimate interests**":

- For the purposes of pupil admission (and to confirm the identity of prospective pupils and their parents);
- To provide education services, including musical education, physical training or spiritual development, career services, and extra-curricular activities to pupils, and monitoring pupils' progress and educational needs;
- Maintaining relationships with alumni and the school community, including direct marketing or fundraising activity (and including via the '42 Club – please see below);
- For the purposes of donor due diligence, and to confirm the identity of prospective donors and their background;
- For the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law (such as tax, diversity or gender pay gap analysis);
- To enable relevant authorities to monitor the school's performance and to intervene or assist with incidents as appropriate;
- To give and receive information and references about past, current and prospective pupils, including relating to outstanding fees or payment history, to/from any educational institution that the pupil attended or where it is proposed they attend; and to provide references to potential employers of past pupils;
- To enable pupils to take part in national or other assessments, and to publish the results of public examinations or other achievements of pupils of the school;
- To safeguard pupils' welfare and provide appropriate pastoral care;
- To monitor (as appropriate) use of the school's IT and communications systems in accordance with the school's IT: Acceptable Use Policy;
- To make use of photographic images of pupils in school publications, on the school website and (where appropriate) on the school's social media channels in accordance with the school's Policy on Taking, Storing and Using Images of Children;
- For security purposes, including CCTV in accordance with the school's CCTV policy;
- To carry out or cooperate with any school or external complaints, disciplinary or investigation process; and
- Where otherwise reasonably necessary for the school's purposes, including to obtain appropriate professional advice and insurance for the school.

In addition, the school will on occasion need to process **special category personal data** (for example concerning health or religion) including as regards safeguarding or from time to time by explicit consent where required. These reasons will include:

- To safeguard pupils' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition or other relevant information where it is in the individual's interests to do so: for example for medical advice, for social protection, safeguarding, and cooperation with police or social services, for insurance purposes or to caterers or organisers of school trips who need to be made aware of dietary or medical needs;
- To provide educational services in the context of any special educational needs of a pupil;
- As part of any school or external complaints, disciplinary or investigation process that involves such data, for example if there are SEN, health or safeguarding elements; or
- For legal and regulatory purposes (for example child protection, diversity monitoring and health and safety) and to comply with its legal obligations and duties of care.

## **TYPES OF PERSONAL DATA PROCESSED BY THE SCHOOL**

This will include by way of example:

- names, addresses, telephone numbers, e-mail addresses and other contact details;
- car details (about those who use our car parking facilities);
- bank details and other financial information, e.g. about parents who pay fees to the school;
- past, present and prospective pupils' academic, disciplinary, admissions and attendance records (including information about any special needs), and examination scripts and marks;
- where appropriate, information about individuals' health and welfare, and contact details for their next of kin;
- references given or received by the school about pupils, and relevant information provided by previous educational establishments and/or other professionals or organisations working with pupils;
- correspondence with and concerning staff, pupils and parents past and present; and
- images of pupils (and occasionally other individuals) engaging in school activities, and images captured by the school's CCTV system (in accordance with the school's policy on taking, storing and using images of children);

## **COLLECTING THIS INFORMATION**

While the majority of information we collect from you is mandatory, there is some information that you can choose whether or not to provide to us.

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.

## **HOW THE SCHOOL COLLECTS DATA**

Generally, the school receives personal data from the individual directly (including, in the case

of pupils, from their parents). This may be via a form, or simply in the ordinary course of interaction or communication (such as email or written assessments).

However in some cases personal data will be supplied by third parties (for example another school, or other professionals or authorities working with that individual); or collected from publicly available resources.

## **WHO HAS ACCESS TO PERSONAL DATA AND WHO THE SCHOOL SHARES IT WITH**

Occasionally, the school will need to share personal information relating to its community with third parties, such as:

- professional advisers (e.g. lawyers, insurers, PR advisers, and accountants);
- government authorities (e.g. HMRC, DfE, police or the local authority); and
- appropriate regulatory bodies e.g. Teaching Regulation Agency, the Independent Schools Inspectorate, the Charity Commission, Companies House, the Information Commissioner, or educational professionals, such as educational psychologists

### **Alumni Association**

The School shares names and addresses of School Alumni with the '42 Club, the School's Alumni Association. Hard copies of names and addresses are sent to the Chairman of the Association once a year in order that invitations may be sent out for the '42 Club AGM and Annual Dinner. The School has a data sharing agreement in place with the '42 Club which sets out each party's expectations for how personal data may be shared between them.

### **Parents' Association**

The School shares names, addresses, email addresses and telephone numbers of current pupils' parents with the Arnold House Parents' Association ("AHPA") and Class Representatives. These details are circulated by the AHPA or Class Representatives to other parents in the pupil's year group so that they can be kept abreast of AHPA events and social functions. If you DO NOT wish your contact information to be shared in this way, please contact the Registrar using the contact details set out below. The School has a data sharing agreement in place with the AHPA which sets out each party's expectations for how personal data may be shared between them.

For the most part, personal data collected by the school will remain within the school, and will be processed by appropriate individuals only in accordance with access protocols (i.e. on a 'need to know' basis). Particularly strict rules of access apply in the context of:

- medical records held and accessed by the School Nurse and appropriate staff on a need-to-know basis.

However, a certain amount of any SEN pupil's relevant information will need to be provided to staff more widely in the context of providing the necessary care and education that the pupil requires.

Staff, pupils and parents are reminded that the school is under duties imposed by law and statutory guidance (including [Keeping Children Safe in Education](#)) to record or report incidents and concerns that arise or are reported to it, in some cases regardless of whether they are proven, if they meet a certain threshold of seriousness in their nature or regularity. This is likely to include file notes on personnel or safeguarding files, and in some cases referrals to relevant

authorities such as the LADO or police. For further information about this, please view the school's Safeguarding Policy.

If there are low-level concerns about the welfare of a boy or his behaviour, these are kept securely by the Deputy Headmaster, Pastoral and destroyed when the boy leaves Arnold House.

We use monitoring software to ensure that pupils are not accessing inappropriate material on the internet. The software alerts our IT support team if there is any potential issue and relevant information is forwarded to the Designated Safeguarding Lead.

Finally, in accordance with Data Protection Law, some of the school's processing activity is carried out on its behalf by third parties, such as IT systems, web developers or cloud storage providers. This is always subject to contractual assurances that personal data will be kept securely and only in accordance with the school's specific directions.

## **HOW LONG WE KEEP PERSONAL DATA**

The school will retain personal data securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. All pupil and personnel files are currently being held indefinitely as recommended by the Independent Inquiry into Child Sexual Abuse (see Arnold House School Data Retention Policy, available on request).

If you have any specific queries about how our retention policy is applied, or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact Frances Peel Yates, the HR and Compliance Manager, [fpeelyates@arnoldhouse.co.uk](mailto:fpeelyates@arnoldhouse.co.uk). However, please bear in mind that the school will often have lawful and necessary reasons to hold on to some personal data even following such request.

A limited and reasonable amount of information will be kept for archiving purposes, for example; and even where you have requested we no longer keep in touch with you, we will need to keep a record of the fact in order to fulfil your wishes (called a "suppression record").

## **KEEPING IN TOUCH AND SUPPORTING THE SCHOOL**

The school will use the contact details of parents, alumni and other members of the school community to keep them updated about the activities of the school, or alumni and parent events of interest, including by sending updates and newsletters, by email and by post. Unless the relevant individual objects, the school will also:

- Share personal data about parents and/or alumni, as appropriate, with organisations set up to help establish and maintain relationships with the school community, such as the Arnold House Parents' Association, and the '42 Club (as described above);
- Contact parents and/or alumni (including via the organisations above) by post and email in order to promote and raise funds for the school and, where appropriate, other worthy causes;
- Collect information from publicly available sources about parents' and former pupils' occupation and activities;
- Should you wish to limit or object to any such use, or would like further information about them, please contact Stephanie Miller, Head of External Relations ([smiller@arnoldhouse.co.uk](mailto:smiller@arnoldhouse.co.uk)), in writing. You always have the right to withdraw consent, where given, or otherwise object to direct marketing or fundraising. However, the school

is nonetheless likely to retain some of your details (not least to ensure that no more communications are sent to that particular address, email or telephone number).

## **YOUR RIGHTS**

- Rights of access, etc.

Individuals have various rights under Data Protection Law to access and understand personal data about them held by the school, and in some cases ask for it to be erased or amended or have it transferred to others, or for the school to stop processing it – but subject to certain exemptions and limitations.

Any individual wishing to access or amend their personal data, or wishing it to be transferred to another person or organisation, or who has some other objection to how their personal data is used, should put their request in writing to the HR and Compliance Manager.

The school will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits (which is one month in the case of requests for access to information).

The school will be better able to respond quickly to smaller, targeted requests for information. If the request for information is manifestly unfounded, excessive or similar to previous requests, the school may ask you to reconsider, or require a proportionate fee (but only where Data Protection Law allows it).

- Requests that cannot be fulfilled

You should be aware that the right of access is limited to your own personal data, and certain data is exempt from the right of access. This will include information which identifies other individuals (and parents need to be aware this may include their own children, in certain limited situations – please see further below), or information which is subject to legal privilege (for example legal advice given to or sought by the school, or documents prepared in connection with a legal action).

The school is also not required to disclose any pupil examination scripts (or other information consisting solely of pupil test answers), provide examination or other test marks ahead of any ordinary publication, nor share any confidential reference given by the school itself for the purposes of the education, training or employment of any individual.

- Pupil requests

Pupils can make subject access requests for their own personal data, provided that, in the reasonable opinion of the school, they have sufficient maturity to understand the request they are making (see section Whose Rights? below). A pupil of any age may ask a parent or other representative to make a subject access request on his behalf.

Indeed, while a person with parental responsibility will generally be entitled to make a subject access request on behalf of younger pupils, the law still considers the information in question to be the child's: for older pupils, the parent making the request may need to evidence their child's authority for the specific request.

Pupils aged e.g. 12 and above are generally assumed to have this level of maturity, although this will depend on both the child and the personal data requested, including any relevant circumstances at home.

- Parental requests, etc.

It should be clearly understood that the rules on subject access are not the sole basis on which information requests are handled. Parents may not have a statutory right to information, but they and others will often have a legitimate interest or expectation in receiving certain information about pupils without their consent. The school may consider there are lawful grounds for sharing with or without reference to that pupil.

Parents will in general receive educational and pastoral updates about their children, in accordance with the Parent Contract. All information requests from, on behalf of, or concerning pupils – whether made under subject access or simply as an incidental request – will therefore be considered on a case by case basis.

- Consent

Where the school is relying on consent as a means to process personal data, any person may withdraw this consent at any time (subject to similar age considerations as above). Examples where we do rely on consent are: e.g. when we use photos of boys in the press. Please be aware however that the school may not be relying on consent but have another lawful reason to process the personal data in question even without your consent.

That reason will usually have been asserted under this Privacy Notice, or may otherwise exist under some form of contract or agreement with the individual (e.g. parent contract, or because a purchase of goods, services or membership of an organisation such as an alumni or parents' association has been requested).

- Whose rights?

The rights under Data Protection Law belong to the individual to whom the data relates. However, the school will often rely on parental authority or notice for the necessary ways it processes personal data relating to pupils – for example, under the parent contract, or via a form. Parents and pupils should be aware that this is not necessarily the same as the school relying on strict consent (see section on Consent above).

Where consent is required, it may in some cases be necessary or appropriate – given the nature of the processing in question, and the pupil's age and understanding – to seek the pupil's consent. Parents should be aware that in such situations they may not be consulted, depending on the interests of the child, the parents' rights at law or under their contract, and all the circumstances.

In general, the school will assume that pupils' consent is not required for ordinary disclosure of their personal data to their parents, e.g. for the purposes of keeping parents informed about the pupil's activities, progress and behaviour, and in the interests of the pupil's welfare. That is unless, in the school's opinion, there is a good reason to do otherwise.

However, where a pupil seeks to raise concerns confidentially with a member of staff and expressly withholds their agreement to their personal data being disclosed to their parents, the school may be under an obligation to maintain confidentiality unless, in the school's opinion, there is a good reason to do otherwise; for example where the school believes disclosure will be in the best interests of the pupil or other pupils, or if required by law.

Pupils are required to respect the personal data and privacy of others, and to comply with the school's. IT: Acceptable Use Policy and the Behaviour Policy. Staff are under professional duties to do the same covered under the IT: Acceptable Use Policy.

## **TRANSFERING DATA INTERNATIONALLY (outside of the United Kingdom)**

The school will only transfer personal data outside of the United Kingdom when legally allowed to do so and in line with the safeguards mandated within UK data protection law.

## **DATA ACCURACY AND SECURITY**

The school will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must please notify the Registrar, Penny Williams (regarding the personal data of parents or pupils) of any significant changes to important information, such as contact details, held about them.

An individual has the right to request that any out-of-date, irrelevant or inaccurate information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law): please see above for details of why the school may need to process your data, of who you may contact if you disagree.

The school will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to school systems. All staff and governors will be made aware of this Privacy Notice and their duties under Data Protection Law and receive relevant training.

## **AUTOMATED DECISION MAKING**

The school does not use automated systems which would have a detrimental effect if wrong.

## **UPDATES TO THIS PRIVACY NOTICE**

The school will update this Privacy Notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

## **QUERIES AND COMPLAINTS**

Any comments or queries on this Privacy Notice should be directed to Frances Peel Yates at [fpeelyates@arnoldhouse.co.uk](mailto:fpeelyates@arnoldhouse.co.uk).

Comments or queries regarding the sharing of personal data with the '42 Club or the Parents' Association should be directed to Penny Williams at [registrar@arnoldhouse.co.uk](mailto:registrar@arnoldhouse.co.uk)

If an individual believes that the school has not complied with this Privacy Notice or acted otherwise than in accordance with Data Protection Law, they should utilise the school complaints procedure and should also notify the Headmaster. You can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO),

Report a concern online at <https://ico.org.uk/concerns/>

Call 0303 123 1113

Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

although the ICO recommends that steps are taken to resolve the matter with the school before involving the regulator.

This Privacy Notice was last updated: July 2022