



Durston House School

Privacy Notice

Who we are

Durston House School, of 12-14 Castlebar Road, Ealing, London W5 2DR Registration No. 1947995, registered in England, Charity Registration No. 294670 (the 'School') identifies itself as the data controller for the purposes of the General Data Protection Regulation (EU 2016/679), the UK Data Protection Act 2018 and related legislation, the Privacy and Electronic Communications Regulations 2003, as updated and the Protection of Freedoms Act 2012 (together 'Data Protection Law').

What this Privacy Notice is for

This Privacy Notice is intended to help you understand how and why we collect personal data about you, and where applicable, your child(ren).

This Privacy Notice is intended to provide information about how the School will use (or 'handle') personal data about individuals including: its staff, its current, past and prospective pupils and their parents, carers or guardians (referred to in this Privacy Notice as 'parents'), governors, volunteers, visitors and service providers.

This information is provided because Data Protection Law gives individuals rights to understand how their data is used. Staff, parents (for themselves and on behalf of their children), governors, volunteers, visitors and service providers 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, but not limited to:

- Any contract between the School and its staff or the parents of pupils
- The School's Taking, Storing and Using Images of Children Policy
- The School's CCTV Policy
- The School's Data Storage, Retention and Disposal Policy
- The School's Safeguarding Policy and Child Protection Procedures and Health and Safety Policy, including as to how concerns or incidents are recorded
- The School's Staff Acceptable Use of Digital Communication Policy and the Pupil Use of the Internet and Digital Technology Policy

Anyone who works for, or acts on behalf of, the School (including staff, volunteers, governors, visitors and service providers) should also be aware of and comply with this Privacy Notice.

Responsibility for Data Protection

The School has appointed the Bursar as the Data Compliance Officer, the person with overall responsibility for data protection management. The Bursar will deal with 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 handled in compliance with this Privacy Notice and Data Protection Law. The Bursar may be contacted on bursar@durstonhouse.org or 020 8991 6430.

Why the School needs to handle personal data

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

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 staff, or 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 these are not outweighed by the impact on individuals, and provided it does not involve special or sensitive types of data.

The School expects that the following uses will fall within that category of its (or its community's) legitimate interests:

- For the purposes of pupils' selection and admission (and to confirm the identity of prospective pupils and their parents)
- To provide education services, including musical education, physical training or spiritual development, and extra-curricular activities to pupils, and monitoring pupils' progress and educational needs
- Maintaining relationships with the school community, including direct marketing
- For the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law (such as tax)
- 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
- 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, including the Virtual Learning Environment and live-streamed lessons, in accordance with the School's Staff Acceptable Use of Digital Communication Policy and the Pupil Use of the Internet and Digital Technology Policy
- To record all live-streamed (visual) communication, including lessons, as they are taking place
- To make use of photographic images of pupils in School publications and on the School website in accordance with the School's Taking, Storing and Using Images of Children Policy
- For security purposes, including CCTV in accordance with the School's CCTV Policy
- To carry out or co-operate with any School or external complaints, disciplinary or investigation process
- Where otherwise reasonably necessary for the School's purposes, including to obtain appropriate professional advice and insurance for the School
- To give and receive information and references about past, current and prospective members of staff

In addition, the School will on occasion need to handle special category personal data (concerning health, ethnicity or religion) or criminal records information (such as when carrying out DBS checks) in accordance with rights or duties imposed on it by law, including as regards safeguarding and employment, 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 co-operation with police or social services, insurance purposes or to caterers or organisers of School educational visits who need to be made aware of dietary requirements
- To provide educational services in the context of any special educational needs of a pupil
- To provide spiritual education in the context of any religious beliefs in connection with employment of its staff, for example DBS checks, welfare or pension plans
- 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
- For legal and regulatory purposes (for example child protection and health and safety) and to comply with its legal obligations and duties of care

Types of personal data handled 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 assessment results and marks
- Personnel files, including in connection with academics, employment or safeguarding
- 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
- 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 Taking, Storing and Using Images of Children Policy)
- Recordings made of live streamed visual communications including lessons.

How the School collects personal 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 and the live streaming of lessons and other communication).

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.

How the School use cookies on its website

A cookie is a small file which asks permission to be placed on your computer's hard drive when you visit the School's website and, to help it understand how this site is used and so improve it, we deploy Google Analytics. For Google Analytics to function, first party cookies track visitor interactions with the site. There are strict limits to the amount and kind of information that these cookies record or report. Your use of the School's website signifies your consent to its use of Google Analytics.

A cookie does not give the School access to your computer or any information about you.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Who has access to personal data and with whom the School shares it

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

- Professional advisers (e.g. lawyers, insurers, and accountants)
- Educational assessment package providers
- Government authorities (e.g. HMRC, Companies House, the Department for Education, police or the local authority)
- Appropriate regulatory bodies e.g. the Department for Education and Teaching Regulation Agency
- the Independent Schools Inspectorate, The Charity Commission, and the Information Commissioner
- The Old Durstonians' Association

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
- Pastoral or safeguarding files

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.

You are reminded that the School is under duties imposed by law and statutory guidance, including Keeping Children Safe in Education (September 2016) 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 Local Authority Designated Officer or police. For further information about this, please view the School's Safeguarding Policy and Child Protection Procedures.

Finally, in accordance with Data Protection Law, some of the School's data handling activity may be 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 as long it is necessary to keep it for a legitimate and lawful reason. Typically, the legal recommendation for how long to keep ordinary staff and pupil personnel files is up to 7 years following departure from the School.

If you have any specific queries about how long we keep personal data, or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Data Compliance Officer. However, please bear in mind that the School will often have lawful and necessary reasons to hold on to some personal data.

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”).

The Independent Inquiry into Child Sexual Abuse (IICSA)

The Independent Inquiry into Child Sexual Abuse (formerly The Goddard Inquiry) was launched at the beginning of July 2015. The Inquiry is investigating whether public bodies and other non-state institutions have taken seriously their duty of care to protect children from sexual abuse in England and Wales. Judge Goddard made it very clear in her opening statement the importance of retaining records. She wrote to institutions including local authorities and religious organisations on the subject of retaining records but confirmed that the content of those letters should be taken to apply to all institutions which have had responsibility for the care of children.

In view of Judge Goddard’s clear direction to institutions not to destroy records, the School will not destroy pupil records after the customary seven year period, as determined by the Bursar in accordance with the Data Protection Principles published by the Information Commissioner’s Office, but will retain them and all staff records until the Inquiry has concluded.

Keeping in touch and supporting the School

The School will use the contact details of parents, and other members of the School community to keep them updated about the activities of the School, or 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 with organisations set up to help establish and maintain relationships with the School community, such as the Old Durstonians’ Association
- Contact parents (including via the Old Durstonians’ Association) by post and email in order to promote and raise funds for the School (if and whenever required in the future) and, where appropriate, other worthy causes

Should you wish to limit or object to any such use, or would like further information about them, please contact the Data Compliance Officer 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 of Access

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 handling 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, should put their request in writing to the Data Compliance Officer.

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 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 that 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.

You may have heard of the “right to be forgotten”. However, we will sometimes have compelling reasons to refuse specific requests to amend, delete or stop processing your (or your child’s) personal data: for example, legal requirement, or where it falls within a legitimate interest identified in this Privacy Notice. All such requests will be considered on their own merits.

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 their behalf. Indeed, while a person with parental responsibility will generally be expected to make a subject access request on behalf of younger pupils, the law still considers the information 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 13 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. Slightly younger pupils may be sufficiently mature to have a say in this decision depending on the child and the circumstances.

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 without reference to that pupil.

Parents will in general receive educational and pastoral updates about their children. Where parents are separated, the School will in most cases aim to provide the same information to each person with parental responsibility, but may need to factor in all the circumstances including the express wishes of the child.

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 handle personal data, any person may withdraw this consent at any time (subject to similar age considerations as above). Examples where we rely on consent are e.g. certain types of uses of images. Please be aware, however, that the School may have another lawful reason to handle 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. an employment or Parent Contract, or because a purchase of goods, services or membership of an organisation 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 handles 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 handling 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 Pupil Use of the Internet and Digital Technology Policy and the Code of Behaviour. Staff are under professional duties to do the same covered under the relevant staff policies and procedures.

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 promptly notify the Data Compliance Officer of any changes to information held about them.

An individual has the right to request that any inaccurate or out-of-date information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law); please see above.

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.

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 the Data Compliance Officer on bursar@durstonhouse.org or 020 8991 6430.

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 or Grievance Procedure as appropriate and should also notify the Data Compliance Officer. You can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with the School before involving the regulator.

August 2023