

The Vine Inter-Church Primary School is committed to the prevention of discrimination and the promotion of equality of opportunity for all and is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share these commitments.

THE VINE INTER-CHURCH PRIMARY SCHOOL



DATA PROTECTION POLICY

Policy Ratification:	February 2023
Policy Review:	February 2025

Impact on Christian Vision:

As a school we promote dignity and respect, keeping track of data in a way that values the individual is a way we demonstrate our deep belief in personal privacy and a right to a private life.

We therefore ensure people have trust in the school and its data systems.

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1. Aims

Our school aims to ensure that all personal data about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the UK data protection law

This policy applies to all personal data, regardless of its format (electronic or otherwise).

2. Legislation and guidance

This policy meets the requirements of the:

- UK General Data Protection Regulation (UK GDPR) – the EU GDPR was incorporated into UK legislation, with some amendments, by The Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2020
- [Data Protection Act 2018 \(DPA 2018\)](#).

It is based on guidance published by the Information Commissioner's Office (ICO) on the UK [GDPR](#).

It also reflects the ICO's [guidance](#) for the use of surveillance cameras and personal information.

In addition, this policy complies with regulation 5 of the [Education \(Pupil Information\) \(England\) Regulations 2005](#), which gives parents the right of access to their child's educational record.

3. Definitions

Term	Definition
Personal data	<p>Any information relating to an identified, or identifiable, living individual.</p> <p>This may include the individual's:</p> <ul style="list-style-type: none"> • Name (including initials) • Identification number • Location data • Online identifier, such as a username <p>It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity.</p>
Special categories of personal data	<p>Personal data which is more sensitive and so needs more protection, including information about an individual's:</p> <ul style="list-style-type: none"> • Racial or ethnic origin • Political opinions • Religious or philosophical beliefs • Trade union membership • Genetics • Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes • Health – physical or mental • Sex life or sexual orientation
Processing	<p>Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying.</p> <p>Processing can be automated or manual.</p>
Data subject	<p>The identified or identifiable individual whose personal data is held or processed.</p>
Data controller	<p>A person or organisation that determines the purposes and the means of processing of personal data.</p>
Data processor	<p>A person or other body, other than an employee of the data controller, who processes personal data on behalf of the data controller.</p>
Personal data breach	<p>A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data.</p>

4. The data controller

Our school processes personal data relating to parents, pupils, staff, governors, visitors and others, and therefore is a data controller.

The school is registered with the ICO / has paid its data protection fee to the ICO, as legally required.

5. Roles and responsibilities

This policy applies to **all staff** employed by our school, and to external organisations or individuals working on our behalf. Staff who do not comply with this policy may face disciplinary action.

5.1 Governing body

The governing body has overall responsibility for ensuring that our school complies with all relevant data protection obligations.

5.2 Data protection officer

The data protection officer (DPO) is responsible for overseeing the implementation of this policy, monitoring our compliance with data protection law, and developing related policies and guidelines where applicable.

They will provide an annual report of their activities directly to the governing body and, where relevant, report to the governors their advice and recommendations on school data protection issues.

For routine enquiries about this policy, contact the school's data protection representative in the first instance the GDPR administrator, GDPR@thevine.cambs.sch.uk

The DPO is also the first point of contact for individuals whose data the school processes, and the first point of contact for the ICO.

Full details of the DPO's responsibilities are set out in their job description.

Our DPO is The ICT Service and is contactable via DPO@theictservice.org.uk.

5.3 Headteacher

The headteacher acts as the representative of the data controller on a day-to-day basis. This is delegated to our GDPR administrator.

5.4 All staff

Staff are responsible for:

- Collecting, storing and processing any personal data in accordance with this policy
- Informing the school of any changes to their personal data, such as a change of address
- Contacting the DPO in the following circumstances:
 - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
 - If they have any concerns that this policy is not being followed
 - If they are unsure as to whether they have a lawful basis to use personal data in a particular way
 - If they need to rely on or capture consent, draft a privacy notice, deal with data protection rights invoked by an individual, or transfer personal data outside the United Kingdom.
 - If there has been a data breach
 - Whenever they are engaging in a new activity that may affect the privacy rights of individuals
 - If they need help with any contracts or sharing personal data with third parties

6. Data protection principles

The UK GDPR is based on data protection principles that our school must comply with.

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

This policy sets out how the school aims to comply with these principles.

7. Collecting personal data

7.1 Lawfulness, fairness and transparency

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that the school can **fulfil a contract** with the individual, or the individual has asked the school to take specific steps before entering into a contract
- The data needs to be processed so that the school can **comply with a legal obligation**
- The data needs to be processed to ensure the **vital interests** of the individual or another person e.g. to protect someone's life
- The data needs to be processed so that the school, as a public authority, can **perform a task in the public interest or exercise its official authority**
- The data needs to be processed for the **legitimate interests** of the school (where the processing is not for any tasks the school performs as a public authority) or a third party, provided the individual's rights and freedoms are not overridden
- The individual (or their parent/carer when appropriate in the case of a pupil) has freely given clear **consent**

For special categories of personal data, we will also meet one of the special category conditions for processing under the data protection law:

- The individual (or their parent/carer when appropriate in the case of a pupil) has given **explicit consent**
- The data needs to be processed to perform or exercise obligations or rights in relation to **employment, social security or social protection law**
- The data needs to be processed to ensure the **vital interests** of the individual or another person, where the individual is physically or legally incapable of giving consent
- The data has already been made **manifestly public** by the individual
- The data needs to be processed for the establishment, exercise or defence of **legal claims**
- The data needs to be processed for reasons of **substantial public interest** as defined in legislation
- The data needs to be processed for **health or social care purposes**, and the processing is done by, or under the direction of, a health or social work professional or by any other person obliged to confidentiality under law
- The data needs to be processed for **public health reasons**, and the processing is done by, or under the direction of, a health professional or by any other person obliged to confidentiality under law

- The data needs to be processed for **archiving purposes**, scientific or historical research purposes, or statistical purposes, and the processing is in the public interest

For criminal offence data, we will meet both a lawful basis and a condition set out under data protection law. Conditions include:

- The individual (or their parent/carer when appropriate in the case of a pupil) has given **consent**
- The data needs to be processed to ensure the **vital interests** of the individual or another person, where the individual is physically or legally incapable of giving consent
- The data has already been made **manifestly public** by the individual
- The data needs to be processed for or in connection with legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of **legal rights**
- The data needs to be processed for reasons of **substantial public interest** as defined in legislation

Whenever we first collect personal data directly from individuals, we will provide them with the relevant information required by data protection law.

We will always consider the fairness of our data processing. We will ensure we do not handle personal data in ways that individuals would not reasonably expect or use personal data in ways which have unjustified adverse effects on them.

7.2 Limitation, minimisation and accuracy

We will only collect personal data for specified, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data.

If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so and seek consent where necessary.

Staff must only process personal data where it is necessary in order to do their jobs.

We will keep data accurate and, where necessary, up-to-date. Inaccurate data will be rectified or erased when appropriate.

In addition, when staff no longer need the personal data they hold, they must ensure it is deleted or anonymised. This will be done in accordance with the Retention Schedule set out in the Information and Record Management Society's Toolkit for Schools. This can be found [here](#).

8. Sharing personal data

We will not normally share personal data with anyone else without consent, but there are certain circumstances where we may be required to do so. These include, but are not limited to, situations where:

- There is an issue with a pupil or parent/carer that puts the safety of our staff at risk
- We need to liaise with other agencies – we will seek consent as necessary before doing this
- Our suppliers or contractors need data to enable us to provide services to our staff and pupils – for example, IT companies. When doing this, we will:
 - Only appoint suppliers or contractors who can provide contractual guarantees that they comply with data protection law
 - Establish a contract with the supplier or contractor to ensure the fair and lawful processing of any personal data we share
 - Only share data that the supplier or contractor needs to carry out their service

We will also share personal data with law enforcement and government bodies where we are legally required to do so.

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our pupils or staff.

Where we transfer personal data internationally, we will do so in accordance with UK data protection law.

9. Subject Access Requests and other rights of individuals

9.1 Subject Access Requests

Individuals have a right to make a 'subject access request' to gain access to personal information that the school holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- Where relevant, the existence of the right to request rectification, erasure or restriction, or to object to such processing
- The right to lodge a complaint with the ICO or another supervisory authority
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual
- The safeguards provided if the data is being transferred internationally

Subject access requests can be submitted in any form, but we may be able to respond to request more quickly if they are made in writing and include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If staff receive a subject access request in any form, they must immediately forward it to the GDPR administrator / DPO.

9.2 Children and subject access requests

Personal data about a child belongs to that child, and not the child's parents or carers. For a parent or carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request or have given their consent.

Children below the age of 12 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of pupils at our school may be granted without the express permission of the pupil. This is not a rule and a pupil's ability to understand their rights will always be judged on a case-by-case basis.

9.3 Responding to subject access requests

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made

- Will respond without delay and within 1 month of receipt of the request (or receipt of the additional information needed to confirm identity, where relevant)
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month and explain why the extension is necessary.

We may not disclose information for a variety of reasons, such as if it:

- Might cause serious harm to the physical or mental health of the pupil or another individual
- Would reveal that the child is being or has been abused, or is at risk of abuse, where the disclosure of that information would not be in the child's best interests
- Would include another person's personal data that we can't reasonably anonymise, and we don't have the other person's consent and it would be unreasonable to proceed without it
- Is part of certain sensitive documents, such as those related to crime, immigration, legal proceedings or legal professional privilege, management forecasts, negotiations, confidential references, or exam scripts

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee to cover administrative costs. We will take into account whether the request is repetitive in nature when making this decision.

When we refuse a request, we will tell the individual why and tell them they have the right to complain to the ICO or they can seek to enforce their subject access right through the courts.

9.4 Other data protection rights of the individual

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Object to processing which has been justified on the basis of public interest, official authority or legitimate interests
- Challenge decisions based solely on automated decision making or profiling (i.e. making decisions or evaluating certain things about an individual based on their personal data with no human involvement)
- Be notified of a data breach (in certain circumstances)
- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Individuals should submit any request to exercise these rights to the contact the school's data protection representative in the first instance to the GDPR administrator, GDPR@thevine.cambs.sch.uk. If staff receive such a request, they must immediately forward it to contact the school's data protection representative or the DPO.

10. Parental requests to see the Educational Record

Parents, or those with parental responsibility, have a legal right to free access to their child's educational record (which includes most information about a pupil) within 15 school days of receipt of a written request.

If the request is for a copy of the educational record, the school may charge a fee to cover the cost of supplying it.

This right applies as long as the pupil concerned is aged under 18.

There are certain circumstances in which this right can be denied, such as if releasing the information might cause serious harm to the physical or mental health of the pupil or another individual, or if it would mean releasing exam marks before they are officially announced.

11. Photographs and videos

As part of our school activities, we may take photographs and record images of individuals within our school.

We will obtain written consent from parents/carers for photographs and videos to be taken of their child for communication, marketing and promotional materials. We will clearly explain how the photograph and/or video will be used to both the parent/carer and pupil.

Any photographs and videos taken by parents/carers at school events for their own personal use are not covered by data protection legislation. However, we will ask that photos or videos with other pupils are not shared publicly on social media for safeguarding reasons, unless all the relevant parents/carers have agreed to this.

Where the school takes photographs and videos, uses may include:

- Within school on notice boards and in school magazines, brochures, newsletters, etc.
- Outside of school by external agencies such as the school photographer, newspapers, campaigns
- Online on our school website or social media pages

Consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the photograph or video and not distribute it further.

When using photographs and videos in this way we will not accompany them with any other personal information about the child, to ensure they cannot be identified.

See our [Child protection and safeguarding policy](#) for more information on our use of photographs and videos.

Our consent form contains further information on our use of photographs and videos. This is available from the school office.

12. Data protection by design and default

We will put measures in place to show that we have integrated data protection into all our data processing activities, including:

- Appointing a suitably qualified DPO, and ensuring they have the necessary resources to fulfil their duties and maintain their expert knowledge
- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Completing data protection impact assessments where the school's processing of personal data presents a high risk to rights and freedoms of individuals, and when introducing new technologies (the DPO will advise on this process)
- Integrating data protection into internal documents including this policy, any related policies and privacy notices
- Regularly training members of staff on data protection law, this policy, any related policies and any other data protection matters; we will also keep a record of attendance
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Appropriate safeguards being put in place if we transfer any personal data outside of the United Kingdom, where different data protection laws will apply. (Where applicable).
- Maintaining records of our processing activities, including:

- For the benefit of data subjects, making available the name and contact details of our school and DPO and all information we are required to share about how we use and process their personal data (via our privacy notices)
- For all personal data that we hold, maintaining an internal record of the type of data, type of data subject, how and why we are using the data, any third-party recipients, any transfers outside of the United Kingdom and the safeguards for those, retention periods and how we are keeping the data secure

13. Data security and storage of records

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or damage.

In particular:

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data, are kept under lock and key when not in use
- Papers containing confidential personal data must not be left on office and classroom desks, on staffroom tables, or left anywhere else where there is general access
- Where personal information needs to be taken off site, staff must sign it in and out from the school office
- Passwords that are at least 10 characters long containing letters and numbers are used to access school computers, laptops and other electronic devices. Staff and pupils are reminded that they should not reuse passwords from other sites
- Encryption software is used to protect all portable devices and removable media, such as laptops and USB devices
- Staff, pupils or governors who store personal information on their personal devices are expected to follow the same security procedures as for school-owned equipment (see our [Acceptable Use Policies](#))
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8)

14. Disposal of records

Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.

For example, we will shred or incinerate paper-based records, and overwrite or delete electronic files. We may also use a third party to safely dispose of records on the school's behalf. If we do so, we will require the third party to provide contractual guarantees that it complies with data protection law.

All data will be kept in accordance with the Retention Schedule set out in the Information and Record Management Society's Toolkit for Schools: This can be found [here](#)

15. Personal data breaches

The school will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, we will follow the procedure set out in appendix 1.

When appropriate, we will report the data breach to the ICO within 72 hours after becoming aware of it. Such breaches in a school context may include, but are not limited to:

- A non-anonymised dataset being published on the school website which shows the exam results of pupils eligible for the pupil premium
- Safeguarding information being made available to an unauthorised person
- The theft of a school laptop containing non-encrypted personal data about pupils

16. Training

All staff and governors are provided with data protection training as part of their induction process.

Data protection will also form part of continuing professional development, where changes to legislation, guidance or the school's processes make it necessary.

17. Monitoring arrangements

The Headteacher and DPO are responsible for monitoring and reviewing this policy.

This policy will be reviewed annually and approved with the full governing body.

Note: the annual review frequency here reflects the Department for Education's recommendation in its advice on statutory policies.

18. Links with other policies

This data protection policy is linked to our:

- Freedom of information publication scheme
- Acceptable use of ICT
- Safeguarding and Child Protection Policy
- CCTV policy

Appendix 1: Personal data breach procedure

This procedure is based on [guidance on personal data breaches](#) produced by the Information Commissioner's Office (ICO).

- On finding or causing a breach, or potential breach, the staff member, governor or data processor must immediately notify the GDPR Administrator, or the DPO.
- The GDPR Administrator in conjunction with DPO will investigate the report and determine whether a breach has occurred. To decide, the DPO will consider whether personal data has been accidentally or unlawfully:
 - Lost
 - Stolen
 - Destroyed
 - Altered
 - Disclosed or made available where it should not have been
 - Made available to unauthorised people
- Staff and governors will cooperate with the investigation (including allowing access to information and responding to questions). The investigation will not be treated as a disciplinary investigation.
- The school's GDPR administrator and DPO will alert the Headteacher and the Chair of Governors.
- The school's GDPR administrator and the DPO will make all reasonable efforts to contain and minimise the impact of the breach, assisted by relevant staff members or data processors where necessary. (Actions relevant to specific data types are set out at the end of this procedure).
- The school's GDPR administrator and the DPO will assess the potential consequences (based on how serious they are, and how likely they are to happen) before and after the implementation of steps to mitigate the consequences.
- The data protection representative and DPO will work out whether the breach must be reported to the ICO and the individuals affected using the ICO's [self-assessment tool](#)
- The DPO will work out whether the breach must be reported to the ICO. This must be judged on a case-by-case basis. To decide, the DPO will consider whether the breach is likely to negatively affect people's rights and freedoms, and cause them any physical, material or non-material damage (e.g. emotional distress), including through:
 - Loss of control over their data
 - Discrimination
 - Identify theft or fraud
 - Financial loss
 - Unauthorised reversal of pseudonymisation (for example, key-coding)
 - Damage to reputation
 - Loss of confidentiality
 - Any other significant economic or social disadvantage to the individual(s) concerned.

If it is likely that there will be a risk to people's rights and freedoms, the DPO must notify the ICO.

- The school's GDPR Administrator and DPO will document the decision (either way), in case it is challenged at a later date by the ICO or an individual affected by the breach. Documented decisions are stored on the school's computer network.
- Where the ICO must be notified, the DPO will do this via the ['report a breach' page](#) of the ICO website, or through its breach report line (0303 123 1113), within 72 hours of the school's awareness of the breach. As required, the DPO will set out:

- A description of the nature of the personal data breach including, where possible:
 - The categories and approximate number of individuals concerned
 - The categories and approximate number of personal data records concerned
 - The name and contact details of the DPO
 - A description of the likely consequences of the personal data breach
 - A description of the measures that have been, or will be taken, to deal with the breach and mitigate any possible adverse effects on the individual(s) concerned
- If all the above details are not yet known, the DPO will report as much as they can within 72 hours of the school's awareness of the breach. The report will explain that there is a delay, the reasons why, and when the DPO expects to have further information. The DPO will submit the remaining information as soon as possible.
- Where the school is required to communicate with individuals whose personal data has been breached, the DPO will tell them in writing. This notification will set out:
 - A description, in clear and plain language, of the nature of the personal data breach
 - The name and contact details of the DPO.
 - A description of the likely consequences of the personal data breach.
 - A description of the measures that have been, or will be, taken to deal with the data breach and mitigate any possible adverse effects on the individual(s) concerned.
 - The school's GDPR Administrator will notify any relevant third parties who can help mitigate the loss to individuals – for example, the police, insurers, banks or credit card companies.
 - The school's GDPR Administrator will document each breach, irrespective of whether it is reported to the ICO. For each breach, this record will include the:
 - Facts and cause
 - Effects
 - Action taken to contain it and ensure it does not happen again (such as establishing more robust processes or providing further training for individuals)

Records of all breaches will be stored on the school's computer network in an appropriate log format.

- The school's GDPR Administrator and DPO will review what happened and how it can be stopped from happening again. This review will happen as soon as reasonably possible.
- The school's GDPR Administrator and Headteacher will meet regularly to assess recorded data breaches and identify any trends or patterns requiring action by the school to reduce the risk of future breaches

Actions to minimise the impact of data breaches

We set out below the steps we might take to try and mitigate the impact of different types of data breach if they were to occur, focusing especially on breaches involving particularly risky or sensitive information. We will review the effectiveness of these actions and amend them as necessary after any data breach.

Sensitive information being disclosed via email (including safeguarding records)

- *If special category data (sensitive information) is accidentally made available via email to unauthorised individuals, the sender must attempt to recall the email as soon as they become aware of the error*
- *Members of staff who receive personal data sent in error must alert the sender and the GDPR Administrator in conjunction with the DPO as soon as they become aware of the error*

- *If the sender is unavailable or cannot recall the email for any reason, GDPR Administrator in conjunction with the DPO will ask the external IT support provider to attempt to recall it from external recipients and remove it from the school's email system (retaining a copy if required as evidence)*
- *In any cases where the recall is unsuccessful, the GDPR Administrator in conjunction with DPO will contact the relevant unauthorised individuals who received the email, explain that the information was sent in error and request that those individuals delete the information and do not share, publish, save or replicate it in any way*
- *If safeguarding information is compromised, the DPO will inform the designated safeguarding lead and discuss whether the school should inform any, or all, of its 3 local safeguarding partners*

Details of pupil premium interventions for named children being published on the school website

- *If details of pupil premium interventions for named children are accidentally being published on the school website, it must be taken off the website as soon as they become aware of the error*
- *Members of staff who has been made aware of the error has to notify the GDPR Administrator in conjunction with the DPO and the webmaster as soon as they become aware of the error*
- *The DPO will ask the webmaster to remove the details from the school website (after taking a screenshot of information published on website, if required as evidence)*
- *The DPO will carry out an internet search to check that the information has been deleted from the internet; if not, we will contact the publisher/website owner or administrator to request that the information is removed from the website and deleted*
- *The GDPR Administrator in conjunction with DPO will ask the school to inform the parents of which pupil's information has been published on the school website and assure them that any information has now been removed*
- *the DPO will set out a plan of how to avoid a repetition of error in the future*

Non-anonymised pupil SAT'S results or staff pay information being shared with governors

- *If non- anonymised pupil SAT'S results or staff pay information being shared with governors, the sender must attempt to recall the email as soon as they become aware of the error*
- *Governors who receive this data sent in error must alert the sender and the GDPR Administrator in conjunction with the DPO as soon as they become aware of the error*
- *If the sender is unavailable or cannot recall the email for any reason, GDPR Administrator in conjunction with the DPO will ask the external IT support provider to attempt to recall it from recipients and remove it from the school's email system (retaining a copy if required as evidence)*
- *In any cases where the recall is unsuccessful or cannot be confirmed as successful, the GDPR Administrator in conjunction with DPO will consider whether it's appropriate to contact the Governors who received the email, explain that the information was sent in error and request that they delete the information and do not share, publish, save or replicate it in any way*
- *The GDPR Administrator in conjunction with DPO will endeavour to obtain a written response from all the Governors who received the data, confirming that they have complied with this request*
- *The DPO will carry out an internet search to check that the information has not been made public; if it has, we will contact the publisher/website owner or administrator to request that the information is removed from their website and deleted*
- *The DPO will set out a plan to make sure how to avoid a repetition of the error in the future*

A school laptop containing non-encrypted sensitive personal data being stolen or hacked

- *The owner of the laptop must notify the GDPR Administrator in conjunction with DPO and the IT department as soon as they become aware of the theft/hack*
- *The GDPR Administrator in conjunction with DPO, will ask the IT department to wipe the laptop remotely, where possible or block access to servers by blocking user account*
- *In case the remote wiping of laptop is unsuccessful or cannot be confirmed as successful, the GDPR Administrator in conjunction with DPO will need to identify what sensitive personal data was stolen or hacked. They will need to inform individuals concerned and ISO as soon as possible, but within 72 hours of becoming aware of the breach*
- *The GDPR Administrator in conjunction with DPO will when informing individual asks them to change passwords and where necessary block bank accounts.*
- *The DPO will carry out an internet search to check that no information has not been made public; if it has, we will contact the publisher/website owner or administrator to request that the information is removed from their website and deleted*
- *If safeguarding information is compromised, the DPO will inform the designated safeguarding lead and discuss whether the school should inform any, or all, of its 3 local safeguarding partners*
- *To avoid a repeat of data being stolen from an unencrypted laptop, the DPO will advise that all laptops should be encrypted and being password protected, as well as advise not to store any account passwords on the laptop for automatic log in. Any files containing very sensitive data should be password protected.*

The school's cashless payment provider data has been compromised and parents' financial details stolen

- *As soon as the school becomes aware of the data compromise of the school's cashless payment provider they must notify the GDPR Administrator in conjunction with DPO and the Payment Provider*
- *The GDPR Administrator in conjunction with DPO, will ask the Finance Manager to find out which parents made recent payments with the payment provider, the parents need to be notified about the data compromise and possible financial details stolen.*
- *the GDPR Administrator in conjunction with DPO will need to identify what sensitive personal data was stolen or compromised. They will need to inform individuals concerned as soon as possible, but within 72 hours of becoming aware of the breach*
- *The GDPR Administrator in conjunction with DPO will when informing individual asks them to change passwords and where necessary block bank accounts.*

Hardcopy reports sent to the wrong pupils or families

- *If hardcopy reports were sent to the wrong pupils or families, the school must do its best to retrieve the wrongly sent hardcopy reports as soon as they become aware of the error*
- *Members of staff who has been made aware of the error has to notify the GDPR Administrator in conjunction with the DPO, but within 72 hours of discovering the breach*
- *The parents who received the wrong report need to be contacted immediately after finding out about the breach, in the hope that no personal information about another child is revealed. The hardcopy report has to be retrieved in full and destroyed, so no further data is going to stray. Making sure that the parent who received the wrong report won't share any information obtained from the report. The parents will receive their child's hard copy report, which they were entitled to.*
- *The parents of the pupil's, who's report was sent to the wrong recipient, must be notified about the fact that someone has read their child's report. We will let them know that this will be reported as a breach, but that the*

full report has been retrieved and destroyed, so no information can be disclosed. The parents will receive their child's hard copy report which they were entitled to.

- *The DPO will set out a plan of how to avoid a repetition of the error in the future*