

How we use information about learners and parents

This document explains what information we collect about learners and parents, how and why we collect it, how we use it, who we share it with, and what rights you have. For more, see our [Data Protection Policy](#).

What we collect

We collect information about your child's:

- personal identifiers (such as their name and any unique reference numbers);
- contact details (such as their address);
- performance at school (such as their test scores and exam results);
- wellbeing (such as whether there are any reasons to think they might not be happy in school);
- educational needs (such as what we need to do to make sure they learn as best as you can);
- attendance records (such as which dates they are not in school and the reasons for that);
- behaviour (such as their praise points and detentions);
- opinions and preferences (such as their answers to surveys);
- health records (such as any allergies or dietary requirements they might have);
- picture (such as school photos and CCTV images);
- characteristics (such as their birth date and ethnic background); and
- destination after they leave the school (such as whether they stay in education or find a job).

Some of this information might be sensitive. This is sometimes called “special category data”. This means we need to take special care to make sure we keep it safe.

We might also collect their fingerprint, or use their picture, to make it easier for them to buy food in the canteen. We will ask for consent before we do this.

We also monitor information entered into our computer systems. This helps us to promote users' wellbeing, safeguard our learners, and make sure systems are used correctly in line with our acceptable use policy.

We also collect information about you, including your:

- personal identifiers (such as your name and national insurance number);
- contact details (such as your address, email address and phone number);
- financial information (such as your bank details, payments and balances);
- opinions and preferences (such as your answers to surveys or any complaints you might make);
- family circumstances (such as any issues that might be affecting your child's wellbeing); and
- correspondence with us (such as any letters, emails or text messages you might send to us).

We might also record phone calls. This helps us to train our colleagues, make sure phone calls are handled properly, and make sure we have accurate information about what is said in case there's a disagreement. This also means colleagues feel safer because any threatening behaviour can be acted upon more easily.

How we collect it

We get most of this information from you or your child through things like:

- the form we get when your child first joins our school;
- the registers we take to check who is in school; and
- the work your child gives to their teacher during their lessons.

In most cases, you or your child have to give us this information. Sometimes, you will have a choice about whether you want to give us the information or whether you want to let us use it in a certain way.

We also get information about your child from other places. This is usually from their last school, the council or the government.

Why we collect it and how we use it

We collect and use this information for different purposes.

To help us run our school (*public task*)

We have to use this information so that we can run our school, including to:

- get in touch with you when we need to;
- check how well your child is doing and work out whether they need extra help;
- make sure we can help your child learn as best as they can;
- check how well our school is doing as a whole;
- run other services, like school meals and school counselling; and
- check what funding the school might get.

To allow us to follow the law (*legal obligation*)

We have to use some of this information because the law says we must, including to:

- keep your child safe and look after their wellbeing.

To help us promote our learners and our school (*consent*)

We might want to use this information as part of our promotional work, including to:

- celebrate your child's achievements on our website, on social media or in a newspaper; and
- help us advertise our school in our brochures and prospectuses.

We will always ask for consent before we use your child's information in this way. We might ask you for your consent or we might ask your child to give their consent. It will depend on whether your child understands what they're being asked to agree to.

If you give your consent for us to do this, you can change your mind at any time. If your child gives their consent, they can change their mind too.

We often need to use this information for more than one reason.

We need to keep some types of information for longer than others. To find out how long we keep information about you and your child, see our [Retention Schedule](#).

Who we share it with

Sometimes, we need to share this information with other organisations.

By law (*legal obligation*)

The law says we need to share your child's information with:

- the Department for Education, under The Education (Information About Individual Pupils) (England) Regulations 2013; and
- the council, for things such as:
 - making sure your child is safe, *under The Children Act 2004*;
 - providing youth services and careers advice, *under The Education Act 1996*;
 - keeping other people healthy, *under The Health Protection (Local Authority Powers) Regulations 2010*; and
 - making sure your child has an education, *under The Education (Pupil Registration) (England) Regulations 2006*.

By contract (*contract*)

Sometimes, we need to ask other organisations to help us do things. We might need to share this information with them so they can do that. These organisations are called our "data processors". The main organisations we work with include:

- [Arbor](#), which gives us the system we use to store most information about you and your child;
- [CPOMS](#), which gives us the system we use to store information about your child's wellbeing;
- [FFT](#), which gives us a system to analyse certain assessment and attendance information;
- [SISRA](#), which gives us a system we use to check on your child's academic performance; and
- [ParentPay](#), which lets you make payments for things like school meals.

Whenever we share this information with a data processor, we will make sure they keep it safe.

What rights you have

You have rights about how your information is used and kept safe. For example, you can:

- ask to see the information we have about you;
- say that you don't want us to use it;
- ask us to limit the way we use it;
- ask us to correct it if you think it's wrong;
- ask us to delete it; and
- complain about how we use it.

Your child has the same rights over their information. Depending on the circumstances, you can exercise those rights on behalf of your child.

If you would like to use any of these rights, you can:

- let your child's teacher know; or
- email the school office (enquiry@ninstiles.org.uk).

If you would like to see the information we have about you, you can [complete this form instead](#).

For more information about your rights, visit the ICO's website: www.ico.org.uk/your-data-matters/.

Complaints

We take complaints about data protection very seriously.

If you have any concerns about how we collect or use personal information, please let us know by contacting our Data Protection Officer (see the next section, called “Contact us”).

If you are not happy with the way we respond to your concerns, you can make a complaint to the ICO:

<https://ico.org.uk/make-a-complaint>

0303 123 1113

Information Commissioner’s Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

Summit Learning Trust is the data controller for the personal information processed by the Trust and its academies. Our Data Protection Officer is a company called S4S.

If you want to see the information we have about you, please [use this form](#).

If you have any questions or concerns about anything mentioned in this privacy notice, please contact our Data Protection Officer. You can contact them by post or by email:

Data Protection Officer
Summit Learning Trust (c/o Ninestiles, an Academy)
Hartfield Crescent, Acocks Green, Birmingham, B27 7QG

dpo@summitlearningtrust.org.uk

If you need to contact Summit Learning Trust for another reason, you can contact us by post or by email:

Summit Learning Trust (c/o Ninestiles, an Academy)
Hartfield Crescent, Acocks Green, Birmingham, B27 7QG

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