Springwell School

Privacy notice for parents and carers – use of your personal data

Last review: December 2025
Next review: December 2026

Name: **Dan Kronbergs**

Position: **IT Network & Digital Transformation Manager**

Hinkler Road, Thornhill, Southampton, SO19 6DH
023 80 445 981

Contents

1. Introduction 2
2. The personal data we hold 2
3. Why we use this data 3
4. Our lawful basis for using this data 3
5. Collecting this data 4
6. How we store this data 5
7. Who we share data with 5
8. Your rights 6
9. Complaints 7
10. Contact us 7

---

1. Introduction

Under UK data protection law, individuals have a right to be informed about how our school uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store, and use personal data about our **parents and carers of enrolled pupils at our school**.

We, **Springwell School, Hinkler Road, Southampton, SO19 6DH** are the 'data controller' for the purposes of UK data protection law.

You may contact us by telephone **02380445981** or email **info@springwellschool.net**

Our data protection officer is **David Scott-Batey and is contactable via dpo@springwellschool.net**.

2. The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to:

- Contact details and contact preferences (such as your name, address, email address and telephone numbers)
- Details of your family circumstances
- Details of any safeguarding information including court orders or professional involvement
- Records of your correspondence and contact with us
- Details of any complaints you have made
- Photographs and Videos captured in school

We may also collect, use, store and share (when appropriate) information about you that falls into 'special categories' of more sensitive personal data. This includes, but is not restricted to:

- Information about any health conditions you have that we need to be aware of
- CCTV recordings captured in school

- We may also hold data about you that we have received from other organisations, including other schools and social services.

3. Why we use this data

We use the data listed above to:

a) Report to you on your child's attainment and progress

b) Keep you informed about the running of the school (such as emergency closures) and events

c) Process payments for school services and clubs

d) Provide appropriate pastoral care

e) Protect pupil welfare

f) Administer admissions waiting lists

g) Assess the quality of our services

h) Carry out research

i) Comply with data protection law

3.1 Use of your personal data for marketing purposes

Where you have given us consent to do so, we may send you marketing information by email or text promoting school events, campaigns, charitable causes or services that may be of interest to you.

You can withdraw consent or 'opt out' of receiving these emails and/or texts at any time by clicking on the 'Unsubscribe' link at the bottom of any such communication, or by contacting us (see 'Contact us' below).

3.2 Use of your personal data in automated decision making and profiling

We do not currently process any parents' or carers' personal data through automated decision making or profiling. If this changes in the future, we will amend any relevant privacy notices in order to explain the processing to you, including your right to object to it.

4. Our lawful basis for using this data

Our lawful basis for processing your personal data for the purposes listed in section 3 are as follows:

- We only collect and use your personal data when the law allows us to. Most commonly, we process it where:
    - It is necessary for Springwell School's legitimate interests – where there is minimal privacy impact to child or parent, and we have a compelling reason.
    - We need to comply with a legal obligation.
- Less commonly, we may also process your personal data in situations where:
    - We have obtained your consent to use your personal data for one or more specific purposes.
- Where we have obtained consent, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.
- When we process special category personal data, which is deemed to be more sensitive, the following conditions for processing are used:
    - We have obtained your explicit consent to use your personal data in a certain way
    - We need to process it for reasons of substantial public interest as defined in legislation (for the safeguarding of children and individuals at risk)

Some of the reasons listed above for collecting and using your personal data may overlap, and there may be several grounds which justify our use of this data.

4.1 Our basis for using special category data

For 'special category' data, we only collect and use it when we have both a lawful basis, as set out above, and 1 of the following conditions for processing as set out in UK data protection law:

- We have obtained your explicit consent to use your personal data in a certain way
- We need to perform or exercise an obligation or right in relation to employment, social security or social protection law
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for the establishment, exercise or defence of legal claims
- We need to process it for reasons of substantial public interest as defined in legislation
- We need to process it 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
- We need to process it 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
- We need to process it for archiving purposes, scientific or historical research purposes, or for statistical purposes, and the processing is in the public interest

For criminal offence data, we will only collect and use it when we have both a lawful basis, as set out above, and a condition for processing as set out in UK data protection law. Conditions include:

- We have obtained your consent to use it in a specific way
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for, or in connection with, legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of legal rights
- We need to process it for reasons of substantial public interest as defined in legislation

5. Collecting this data

While the majority of information we collect about you is mandatory, there is some information that can be provided voluntarily.

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.

Most of the data we hold about you will come from you, but we may also hold data about you from:

- Local authorities
- Government departments or agencies
- Your children
- Public or Private Schools
- Police forces, courts or tribunals

6. How we store this data

We keep personal information about you while your child is attending our school. We may also keep it beyond their attendance at our school if this is necessary. Our "**GDPR & Data Breach Policy"** sets out how long we keep information about parents and carers.

Please refer to our **section 8** on how to request a copy of your record for full details.

You may contact the School Office for any queries via info@springwellschool.net

We have put in place appropriate security measures to prevent your personal information being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed.

We will dispose of your personal data securely when we no longer need it.

7. Who we share data with

We do not share information about you with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with UK data protection law), we may share personal information about you with:

- Our local authority, Southampton City Council– to meet our legal obligations to share certain information with it, such as safeguarding concerns and information about exclusions
- Government departments or agencies
- Our youth support services provider
- Our regulator, Ofsted and Department for Education
- Suppliers and service providers:
  - Arbor Education Partners Limited
    - https://arbor-education.com/privacy-notice-cookie-statement/
  - CPOMS Systems Ltd
    - https://www.cpoms.co.uk/privacy/
  - EduFOCUS Limited
    - https://edufocus.co.uk/pages/privacy.asp
  - Wonde Limited
    - https://www.wonde.com/privacy-policy/
  - Groupcall Ltd.
    - https://www.xporter.uk/privacy-policy/
  - Tapestry Journal
    - https://tapestry.info/privacy-policy/
- Financial organisations
- Our auditors
- Survey and research organisations
- Health authorities

- Security organisations
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals

8. Your rights

8.1 How to access personal information that we hold about you

You have a right to make a 'subject access request' to gain access to personal information that we hold about you.

If you make a subject access request, and if we do hold information about you, we will (subject to any exemptions that may apply):

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact us (see 'Contact us' below).

8.2 Your other rights regarding your data

Under data protection law, you have certain rights regarding how your personal data is used and kept safe. For example, you have the right to:

- Object to our use of your personal data
- Prevent your data being used to send direct marketing
- Object to and challenge the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected
- In certain circumstances, have the personal data we hold about you deleted or destroyed, or restrict its processing
- Withdraw your consent, where you previously provided it for the collection, processing and transfer of your personal data for a specific purpose
- In certain circumstances, be notified of a data breach
- Make a complaint to the Information Commissioner's Office
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact us (see 'Contact us' below).

9. Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at https://ico.org.uk/make-a-complaint/
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

10. Contact us

If you have any questions or concerns, or would like more information about anything mentioned in this privacy notice, please contact our **Data Protection Officer**:

Our data protection officer is **David Scott-Batey and is contactable via dpo@springwellschool.net**.

However, our **School Office** has day-to-day responsibility for data protection issues in our school. If you have any questions or concerns, or would like more information about anything mentioned in this privacy notice, please contact them:

Our School Office **is contactable via info@springwellschool.net**