

LGSS School and Academies SLA - Privacy Notice

1. Introduction

Please note that this privacy notice applies to data collected from schools and academies for those customers who have purchased an LGSS SLA and outlines how we use this information.

Whenever you give us data you are consenting to its collection and use in accordance with this privacy notice. If you give us personal data on behalf of someone else, you are confirming that you have given them the information in this privacy notice and that they have agreed for us to use their personal data.

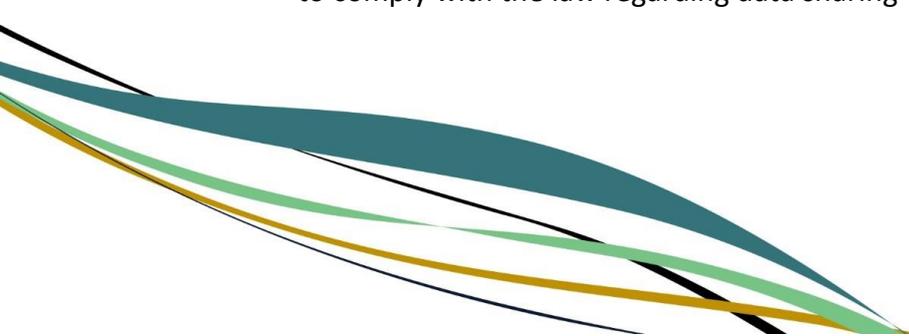
All personal data we collect from you complies with the data protection principles, as stated in the Data Protection Act 2018.

2. What information we hold

- School Name
- Personnel Information (such as Head teacher/Bursar name)
- School Contact information (such as email address / telephone number)
- Workforce data (such as number of staff FTE, number of pupils)
- Financial data (such as invoice address, contact details, bank account and payment details)
- Transaction data (such as details about payment)
- Payroll data (such as name, address, bank account details)
- Profile data (such as feedback/survey responses and service preferences)
- Aggregated Data – we may report and share statistical data for any purpose. This may be derived from personal data but is not considered personal data in law as this data does not directly or indirectly reveal you identity. If however we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we will treat the combined data as personal data which will be used in accordance with this privacy notice

3. Why we collect and use this information

We use this data:

- to support the service provision of the SLA
 - to provide appropriate information for invoicing
 - to support the collection of money owed to us
 - to monitor and report against the SLA to the relevant service
 - to assess the quality of our service
 - to comply with the law regarding data sharing
- 

- to share data for statutory inspections and audit purposes
- to provide feedback or respond to a survey
- to use data analytics to improve our service, marketing and client relationship / experiences
- to make suggestions and recommendations to you about services that may be of interest to you
- to send quotes detailing the cost of a service
- to automatically renew services

Services will collect personal information to perform specific activities as part of their service provision, this information will only be used for the purpose it is collected for e.g. payroll.

4. Why do we have it and what do we use it for

We provide a wide range of services to schools and academies and to deliver these we need to collect and use information to support the provision of the services under the agreed SLA. We will only use your data in relation to the LGSS service SLA that has been purchased

There may be some occasions when we will process data solely on the basis of consent, such as where you might opt in to receive email updates or marketing details about certain LGSS services. This will be clearly explained when you sign up to that service and you are free to withdraw your consent at any time.

Whenever we use information, we always limit this to only the details that are needed and we ensure that it is used safely and securely. We require anyone we share information with, or who uses it on our behalf, to do so too.

We will only keep your data on file for the purpose of providing the purchased SLA.

5. Who has access to the data

Your data will be shared internally with LGSS Services for the purpose of delivering the provision and only be accessed and processed by authorised personnel for the performance of their duties. (e.g. notification of SLA purchased, services providing the SLA, Finance staff for invoicing)

LGSS will not share your data with third parties unless consent is given.

6. How do we protect your data

LGSS takes security of your data seriously and has a range of robust policies, processes and technical measures in place to safeguard information.

Access to systems that hold data is restricted to authorised personnel through the use of unique identifiers and passwords. Your information is stored on systems that are protected by secure network architectures and are backed-up on a regular basis.

7. How long do we keep hold of your information

We only keep the information for as long as it is needed. This is based on the business need for providing the purchased SLA and contractual term.

8. What right do you have

You have a number of rights relating to the data we hold about you. These include the right to:

- Access (to obtain a copy of your personal data, on request)
- Rectification (to request inaccurate or incomplete data be corrected)
- Erasure (to request that your data is deleted)
- Restrict processing (to request that we stop or do not use your data in a certain way)
- Portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)
- Object (generally to make a complaint about any aspect of our use of your data)
- Ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.
- Have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you.

If you would like to exercise any of these rights or are unhappy with any aspect of how your information has been collected and/or used, please contact the Data Protection Officer named in Section 10 below.

Whether we can agree to your request will depend on the specific circumstances and if we cannot then we will explain the reasons why.

If you believe that the organisation has not complied with your data protection rights, you can also complain to the Information Commissioner.

9. What if you do not provide the data

If we are processing your information based on the purchased SLA and by you giving consent to do so, you have the right to decline in providing the information or withdraw your consent at any time. Doing so may mean we are unable to provide the service you are

hoping to receive and the implications of you giving or withdrawing your consent will be explained at the time.

10. Data Protection Officer Contact Details

As LGSS provides services to a number of schools and academies across a number of council's; organisations and individual's the relevant Data Protection Officer details are listed below:

Cambridgeshire County Council and Peterborough

Name: Dan Horrex

Email: Data.protection@cambridgeshire.gov.uk

Tel. No: 01223 699137

Post: Info and Records Team, OCT1224, Cambridgeshire County Council, Shire Hall, Cambridge, CB3 0AP

Milton Keynes Council

Name: Sarah Gonsalves

Email: Data.Protection@Milton-Keynes.gov.uk

Tel. No: 01908 254900

Post: Data Protection, Saxon Court | 502 Avebury Boulevard | Milton Keynes | MK9 3HS

Northamptonshire County Council

Email: DPO@northamptonshire.gov.uk

Tel. No: 01604 368360

Post: Data Protection Officer, Northamptonshire County Council, One Angel Square, Northampton, NN1 1ED