

ICT Development Service – Privacy Notice

ICT Development Service is part of Warwickshire Education Services delivering technology, training and support to schools.

We provide a range of services including:

- Strategic advice and support
- Curriculum support
- Schools technology solutions
- Management information advice and training
- Competitive procurement options

This Privacy Policy explains how we use personal data that we collect from your school. It should be read in addition to the council's overall Customer Privacy Notice - <https://www-int.warwickshire.gov.uk/customer-privacy-notice>

What Pupil data do we collect?

The following categories of data are collected for students:

- LearnerPersonal (Full Name; legal and chosen, Date of Birth, Gender, Home Address including postcode and telephone number, Ethnicity, First Language)
- LearnerAttendance
- LearnerAttendanceSummary
- LearnerContact
- ContactPersonal (Full Name, Home Address including Postcode, Gender)
- LearnerExclusion
- LearnerSpecialNeeds
- LearnerSchoolEnrolment
- SchoolGroup
- SchoolGroupType
- LearnerGroupEnrolment
- LearnerEntitlement
- LearnerEmail

What Staff data do we collect?

The following categories of data are collected for school workforce personnel:

- WorkforcePersonal (Full Name, Date of Birth, Gender, NI number)
- WorkforceAssignment
- WorkforceContract
- ComputerIPAddress
- WorkforceEmail

How do we collect the data?

The majority of personal data is exchanged routinely between Schools and the ICT Development Service using the Systems Interoperability Framework (SIF). This is a mature international standard for transporting data between educational systems and applications.

A client software (Groupcall Xporter) is installed on the SIMS server and 'jobs' are scheduled to run overnight to extract appropriate data.

Schools will subscribe to exchanges of data appropriate to their own administrative and business processes and those of the Local Authority. The frequency of data exchange will be dependent upon the business needs of both the School and the Local Authority. For example, data required for user provisioning e.g. email accounts, will be shared on a daily basis whereas data required by the Local Authority to support CME regulations e.g. new starters and leavers, will be shared on a weekly basis.

Individual staff and learner email accounts are recorded and maintained within our Enterprise AD in order for contracted services to be delivered to schools and for general communication purposes.

How do we use the data?

Warwickshire County Council recognises that information is essential to its work with schools and the community, and that the efficient management of information is fundamental to the effective delivery of its services. Information exchanged between Schools and the ICT Development Service will be used for a variety of functions to support the learning and welfare of children, particularly in relation to the vulnerable children's agenda.

The lawful basis for processing this data in line with GDPR:

- Article 6 (1) (b) Contract
- Article 6 (1) (e) Public Task

We will also process Special Category Data (Article 9) which includes Racial or Ethnic origin, Religious beliefs.

The legal basis for processing this sensitive (special category) data is:

- Necessary for obligations under employment or social protection

Who do we share the data with?

In order to provide schools with contracted services, we work with partner suppliers and are required to share personal student and/or staff data. ICT Development Service will also share data internally within Warwickshire County Council to support the education and welfare of children.

Warwickshire Local Authority:

Pupil data is shared internally within WCC to support the learning and welfare of children, particularly in relation to the vulnerable children's agenda. We share data with:

- Specialist Teaching Service (STS)
- Attendance, Compliance and Enforcement (ACE)
- Children Missing Education
- Priority Families
- Admissions Service
- Warwickshire Youth Justice Service (WYJS)

Staff absence data is shared internally within Warwickshire Local Authority for HR and Payroll services.

Staff contact data is shared with corporate ICT for use in Supportworks service desk system.

Third Party Suppliers:

In order to provide contracted services to your school, we share personal information that you have given to us or that we have collected about your pupils and staff. Information is routinely shared with:

- Microsoft Office365 (WeLearn365)
- 2Simple - Purple Mash
- Redstor – daily backup
- Future Digital – Digital Safeguarding/Monitoring
- Groupcall – Xporter client for extraction of SIMS data
- Just2Easy – J2E
- Capita SIMS – service desk call escalation

Staff contact information is shared with other third parties delivering procurement/installation services to schools. These include:

- CDEC – audio visual
- Stone – laptops and PCs
- J&B Electrical
- Khipu Wireless

How long do we hold the data?

Retention periods vary depending on service and/or contract need. The majority of pupil and staff data is held in our secure SQL database for the duration of your subscription contract; usually 12 months. However, data held within our Enterprise AD will be retained until the pupil or member of staff leaves your school.

Marketing

We would like to send you information about our products and developments that may be of interest to you and also regular service news and updates.

You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to receive marketing communications, please email ictdsservicedesk@warwickshire.gov.uk

How to contact us

Please contact us if you have any questions about our Privacy policy or the data we collect from your school.

Tel: 01926 414100

Email: ictdsservicedesk@warwickshire.gov.uk