

Parent / Carer Privacy Notice

Policy Statement

We are Our Lady of Good Counsel, part of the Lady of Lourdes Catholic Multi-Academy Trust. During your child's time with us, we will gather and use information relating to you. Information that we hold in relation to individuals is known as their "personal data". This will include data that we obtain from you directly and data about you that we obtain from other people and organisations. We might also need to continue to hold your personal data for a period of time after your child has left the Academy. Anything that we do with an individual's personal data is known as "processing".

This document sets out what personal data we will hold about you, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.

What information do we process in relation to you?

We will collect, hold, share and otherwise use the following information about you:

- personal information (such as name, address, date of birth, national insurance number, home and mobile numbers, personal email address, emergency contact details and relationship marital status)
- financial details such as eligibility for free school meals or other financial assistance &/or school-Trust/School-related online purchases
- CCTV footage and images obtained when you attend Trust/School sites
- your relationship to your child, including any Court orders that may be in place
- records of consent you have provided

We will also use special categories of data such as gender, age, ethnic group, religious or similar beliefs, information about health. These types of personal data are subject to additional requirements:

- characteristics, such as ethnicity, languages spoken and eligibility for certain benefits
- social care and situational information from third parties such as social services, the police, NHS, Public Health England and family courts. This includes child protection information



- physical and mental health data, including medical conditions

Where do we get your personal data from?

We will obtain an amount of your personal data from you, by way of information gathering exercises at appropriate times such as when your child joins the Academy/School and when you attend the Academy/School site and are captured by our CCTV system.

We may also obtain information about you from other sources and may include:

- from you when you provide your contact details for open day activities or register as a parent or carer of a student or prospective student with us
- from a student's parent or carer when they name you as a parent or carer
- from another school when a child that you have parental responsibility for transfers to us
- from the local authority
- from third parties such as social services, NHS, the police, the courts and other public bodies.

Why do we use your personal data?

We will process your personal data for the following reasons:

1. Where we are required by law, including:
 - To provide reports and other information required by law in relation to the performance, attainment and progress of your child
 - To raise or address any concerns about safeguarding &/or to protect the welfare of a student
 - To support School Admissions/School Transition
 - To the Government agencies (including the police)
 - To obtain relevant funding for the school
 - To provide or obtain additional services including advice and/or support for your family (including pastoral)
 - To assess the quality of our services
2. Where the law otherwise allows us to process the personal data as part of our functions as an Academy/School/Trust, or we are carrying out a task in the public interest, including:

- To confirm your identity
- To keep you informed about the running of the school (including events and emergency closures)
- To safeguard you, our pupils and other individuals
- To enable payments to be made by you to the Academy/School/Trust
- To ensure the safety of individuals on the Academy/School/Trust site
- To aid in the prevention and detection of crime on the Academy/School/Trust site
- To enable eligibility checking for free school meals and additional funding available for your child
- Where we otherwise have your consent

Whilst the majority of processing of personal data we hold about you will not require your consent, we will inform you if your consent is required and seek that consent before any processing takes place.

Why do we use special category personal data?

We may process special category personal data in relation to you for the following reasons:

1. Where the processing is necessary for reasons of substantial public interest, including for purposes of equality of opportunity and treatment, where this is in accordance with our Data Protection Policy.
2. Where the processing is necessary in order to ensure your health and safety on the Academy/School/Trust site, including making reasonable adjustments for any disabilities you may have.
3. Where we otherwise have your explicit written consent.

There may also be circumstances where we need to use your information in relation to legal claims, or to protect your vital interests of those of your child, and where it is not possible to seek your consent.

Our legal basis for using this data

Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest

Less commonly, we may also process your personal data in situations where:

- We have obtained consent to use it in a certain way
- We have a contractual obligation to process this information
- We need to protect the individual's vital interests (or someone else's interests)
- Where data sharing is required under the lawful basis of Recognised Legitimate Interests; where processing is necessary for legitimate reasons other than performing our tasks as a public authority e.g. requests from the police.

Failure to provide this information

If you fail to provide information to us we may be prevented from complying with our legal obligations.

How long will we hold your personal data for?

We will hold your personal data only for as long as necessary. How long we need to hold on to any information will depend on the type of information. For further detail please see our Retention and Destruction Policy.

Who we may share your personal data with?

We routinely share information about you with:

- Local authority to meet our legal obligations to share certain information such as concerns about pupils'/students' safety and exclusions or to assist them in the exercise of their responsibilities in relation to education and training, youth support and safeguarding purposes.
- The Department for Education and/or the Education and Skills Funding Agency, in compliance with legal obligations of the school to provide information about students and parents as part of statutory data collections
- Contractors, such as payment processing providers, to enable payments to be made by you to the Academy/School/Trust, or free school meal eligibility checking services to enable eligibility for free school meals to be checked
- Our regulator (Ofsted)
- Professional bodies such as the emergency services, Social Services and professional legal agencies

- Public Health Bodies when mandated to do so (including NHS and Public Health England for Government-led programmes such as Immunisations/Dental/Height & Weight etc)
- Third party service providers such as educational software providers and educational services such as independent appeals panels
- Governors in line with our responsibilities for efficiently managing the school. This may also include sharing data with external Governors when they are part of a Governor panel
- Financial auditors and online payment providers

The Department for Education may share information that we are required to provide to them with other organisations. For further information about the Department's data sharing process, please visit: <https://www.gov.uk/guidance/data-protection-how-we-collect-and-share-research-data>.

Contact details for the Department can be found at <https://www.gov.uk/contact-dfe>.

Local authorities may share information that we are required to provide to them with other organisations.

Your rights in relation to your personal data held by us

You have the right to request access to personal data that we hold about you, subject to a number of exceptions. To make a request for access to your personal data, you should contact:

DPOs Tamer Robson & Teresa Bettelley: dpo@ololcatholicmat.co.uk

Please also refer to our Data Protection Policy for further details on making requests for access to your personal data.

You also have the right, in certain circumstances, to:

- Object to the processing of your personal data
- Have inaccurate or incomplete personal data about you rectified
- Restrict processing of your personal data
- Object to the making of decisions about you taken by automated means
- Have your data transferred to another organisation
- Claim compensation for damage caused by a breach of your data protection rights

If you want to exercise any of these rights then you should contact:

DPOs Tamer Robson & Teresa Bettelley: dpo@ololcatholicmat.co.uk

The law does not oblige the Academy/School/Trust to comply with all requests. If the Academy does not intend to comply with the request, then you will be notified of the reasons why in writing.

Concerns

If you have any concerns about how we are using your personal data then we ask that, in the first instance, you contact:

DPOs Tamer Robson & Teresa Bettelley: dpo@ololcatholicmat.co.uk

However, an individual can contact the Information Commissioner's Office should you consider this to be necessary, at <https://ico.org.uk/concerns/>.

Contact

If you would like to discuss anything in this privacy notice, please contact:

DPOs Tamer Robson & Teresa Bettelley: dpo@ololcatholicmat.co.uk

Last Updated

Date Issued	Feb 2026
Date of Review	Feb 2028
Reviewer	OLoL Audit & Risk Committee / OLoL Exec Board
Author	Tamer Robson