

Camphill Rudolf Steiner Schools Ltd, trading as Camphill School Aberdeen (CSA)

PRIVACY NOTICE – Service Users (Pupils and Young Adults) / Parents and Guardians

At CSA, we take your personal privacy seriously and we are fully committed to protecting your personal data. We will only process your personal data in accordance with applicable data protection laws.

At CSA we need your personal data to enable us to provide you with a suitable service tailored as much as possible to your unique individual requirements. We collect, process and store information about you that you have willingly provided or that is necessary for us to collect in order for us to meet our legal obligations as a provider of social care and education or pursue the legitimate interests of CSA. This privacy notice tells you what sort of personal data we hold about you and why. It also tells you about the rights you have over your data.

This privacy notice is intended to provide information about how CSA Will use (or “process”) personal data about individuals including: its current, past and prospective service users; the service user’s parents, guardians and trading clients.

This notice has been updated to reflect the General Data Protection Regulations (GDPR) which comes into force on 25th May 2018. We regularly update our privacy notices. This one was produced on 18th May 2018.

How We Use Your Personal Data

CSA offers a number of services, including education, residential care, day services, and nursery provision.

We need information about you to

- Undertake service user / pupil / young adult assessment (and to confirm the identity of potential service users/pupils and their parents /guardians)
- Undertake accurate assessments and reviews of your educational or social care needs.
- To safeguard service users/ pupil’s / young adults welfare and provide appropriate care.
- Monitor and improve our services.
- Keeping in touch with parents / guardians, alumni and other members of the CSA community to keep them updated of the activities of CSA, including by sending updates and newsletters, by email and by post.
- To make use of photographic images in CSA publications, including our website, social media channels and emailed newsletters in accordance with the CSA policy on taking, storing and using images of service users/ pupils.

In addition, CSA will on occasion need to process **special category personal data**, for example information about your race, ethnic origin, politics, religion, genetics, biometrics, criminal records, health , sexual orientation in accordance with rights or duties imposed on us by law as regards safeguarding. Under Article 9 (h) of the GDPR we are able to do this without consent but only for the following purposes: -

- For legal and regulatory purposes (for example child protection, safeguarding and H&S)
- To comply with CSA's legal obligation and duties of care.
- To provide the educational and social care services expected by CSA.

We will always contact you for your explicit consent if we require your information to be used outside this scope.

Sharing your story

Some people choose to tell us about their experiences at CSA to inform our work. This may include them sharing sensitive information related to their health.

If you *give us your consent to do so*, this information may be made public by us at events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report.

Who has access to personal data and who CSA will share this with

CSA will normally only share your information with people involved in providing your education, care and support. If CSA are required to share your information with authorised partner organisations, we will ensure this is done in a secure manner and the information is proportionate in order for them deliver your services. These partners will include the local authority that commissioned our services and the relevant regulatory bodies.

We are obliged to provide personal data to the Care Inspectorate under Part 5 of the Public Services Reform (Scotland) Act 2010. This allows the Care Inspectorate to obtain and review the personal details of individual people experiencing care.

We are obliged to provide personal data under the Education (Scotland) Act 1980 which gives HM Inspectors of Education the power to obtain and review the personal details of individual people receiving education.

In both cases the regulators function is to provide ministerial and public assurance about the quality of care and education provided.

Parents/ guardians and pupils are reminded that CSA is under duties imposed by law and statutory guidance to record and report incidents and concerns that arise or are reported. For further information please refer to the CSA safeguarding policy.

In the following circumstances, the law allows information to be shared without your knowledge:

- To prevent or detect crime
- To prevent serious risk of harm to yourself if your behaviour constitutes a serious risk of harm to others, including any children to whom you may have access.

We may use and process your personal information where it is necessary for us to pursue our legitimate interests as a business, or that of a third party, for the following purposes:

- to correspond or communicate with you;



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- to verify the accuracy of data that we hold about you and create a better understanding of you as a service user;
- for network and information security in order for us to take steps to protect your information against loss or damage, theft or unauthorised access;
- for prevention of fraud and other criminal activities;
- to comply with a request from you in connection with the exercise of your rights
- for the management of queries, complaints, or claims; and

How long we keep your personal information for

CSA will retain personal data securely and in line with how long it is necessary to keep for a legitimate and lawful reason.

CSA may need your personal information to establish, bring or defend legal claims. For this purpose, certain personal data of service users requires to be retained for a significant period of time. Please refer to the CSA Data Protection / Retention Policy for additional information.

Security / personal data storage

Unfortunately, the transmission of information via the internet is not completely secure and any transmission is at your own risk. Once we have received your personal information, we put in place reasonable and appropriate controls to ensure that it remains secure against accidental or unlawful destruction, loss, alteration, or unauthorised access. As far as possible all information you provide to us is stored electronically on our secure encrypted servers which are located within the European Economic Area (EEA), some archived data and working records are securely stored in paper form.

Where we collect any sensitive personal information about your ethnic background, sexual orientation, political opinions, religion, trade union membership or criminal record, we will apply additional security controls to protect that data.

Our Obligations

We make every effort to keep all the personal data we hold secure, whether held electronically or as paper copies. We also ensure that only members of staff with a legitimate reason to access your information have permission to do so. Your information will only be kept for a specific amount of time after which it will be securely destroyed.

All those involved in providing education and social care to you are either registered with the appropriate professional body or under the direct supervision of someone who is. This means they have a professional obligation to treat personal data with the utmost confidentiality. In the case of social care this obligation is enforced by the Scottish Social Services Council (SSSC) and in the case of education services by the General Teaching Council for Scotland (GTCS).

Your Rights

You have a number of rights in relation to your personal information under data protection law. In relation to certain rights, we may ask you for information to confirm your identity and, where applicable, to help us to search for your personal information. Except in rare cases, we will respond to you within one month from either (i) the date that we have confirmed your identity or (ii) where we do not need to do this because we already have this information, from the date we received your request.

Accessing your personal information

You have the right to ask for a copy of the information that we hold about you by emailing or writing to us at the address at the end of this policy. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

Correcting and updating your personal information

The accuracy of your information is important to us and we are working on ways to make it easier for you to review and correct the information that we hold about you.

In the meantime, if you change your name or address/email address, or you discover that any of the other information we hold is inaccurate or out of date, please let us know by contacting us in any of the details described at the end of this policy.

Withdrawing your consent

Where we rely on your consent as the legal basis for processing your personal information, as set out above, you may withdraw your consent at any time by contacting us using the details at the end of this document. If you withdraw your consent, our use of your personal information before you withdraw is still lawful.

Objecting to our use of your personal information and automated decisions made about you

Where we rely on your legitimate business interests as the legal basis for processing your personal information for any purpose(s), as set out above, you may object to us using your personal information for these purposes by emailing or writing to us at the address at the end of this policy. Except for the purposes for which we are sure we can continue to process your personal information, we will temporarily stop processing your personal information in line with your objection until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your data for those purposes. Otherwise we will provide you with our justification as to why we need to continue using your data.

Erasing your personal information or restricting its processing

In certain circumstances, you may ask for your personal information to be removed from our systems by emailing or writing to us at the address at the end of this policy. Unless there is a reason that the law allows us to use your personal information for longer, we will make reasonable efforts to comply with your request.



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You may also ask us to restrict processing your personal information where you believe it is unlawful for us to do so, you have objected to its use and our investigation is pending or you require us to keep it in connection with legal proceedings. In these situations, we may only process your personal information whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

Transferring your personal information in a structured data file

Where we rely on your consent as the legal basis for processing your personal information or need to process it in connection with your contract you may ask us to provide you with a copy of that information in a structured data file. We will provide this to you electronically in a structured, commonly used and machine-readable form, such as a CSV file.

You can ask us to send your personal information directly to another service provider, and we will do so if this is technically possible. We may not provide you with a copy of your personal information if this concerns other individuals or we have another lawful reason to withhold that information.

Our Data Protection Officer

If you require any further information about how we use your personal data, or wish to raise a concern you should contact: CSA data protection officer - Mrs Kathleen Scott (Director of Finance and Corporate Services) Central Office, Murtle Estate, Bielside, Aberdeen, AB15 9EP Tel 01224 866158 email k.scott@crss.org.uk

The Information Commissioners Office (ICO)

The ICO is the UK's independent body set up to uphold information rights. If you have concerns that we cannot resolve or wish to contact them for any other reason you can phone them on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire.