

# Policies & Procedures

# Data Protection Policy

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# Abbey Multi Academy Trust

## Data Protection Policy

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# Abbey Multi Academy Trust

## Data Protection Policy

### 1 Aims

Abbey Multi Academy Trust aims to ensure that all personal data collected about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill.

This policy applies to all personal data, regardless of whether it is in paper or electronic format.

### 2 Legislation and guidance

This policy meets the requirements of the GDPR and the expected provisions of the DPA 2018. It is based on guidance published by the Information Commissioner's Office (ICO) on the GDPR and the ICO's code of practice for subject access requests.

It meets the requirements of the Protection of Freedoms Act 2012 when referring to our use of biometric data.

It also reflects the ICO's code of practice for the use of surveillance cameras and personal information.

In addition, this policy complies with our funding agreement and articles of association.

### 3 Definitions

#### *'Personal data'*

Any information relating to an identified, or identifiable, individual. This may include the individual's:

- Name (including initials)
- Identification number
- Location data
- Online identifier, such as a username

It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity

#### *'Sensitive personal data'*

Personal data which is more sensitive and so needs more protection, including information about an individual's:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetics
- Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes
- Health – physical or mental
- Sex life or sexual orientation

*'Processing'*

Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying.

Processing can be automated or manual.

*'Data subject'*

The identified or identifiable individual whose personal data is held or processed.

*'Data controller'*

A person or organisation that determines the purposes and the means of processing of personal data.

*'Data processor'*

A person or other body, other than an employee of the data controller, who processes personal data on behalf of the data controller.

*'Personal data breach'*

A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data.

## **4 The data controller**

Abbey Multi Academy Trust processes personal information relating to pupils, staff, governors, visitors and others, and, therefore, is a data controller. Within its academies, Abbey Multi Academy Trust delegates the responsibility of data controller to the Principal/ Head of School.

The Trust is registered as a data controller with the Information Commissioner's Office and renews this registration annually or as otherwise legally required.

## **5 Responsibilities**

This policy applies to all staff employed by our Trust, and to external organisations or individuals working on our behalf. Staff who do not comply with this policy may face disciplinary action.

## **5.1 Trust board and local governing bodies**

The Trust board has overall responsibility for ensuring that our Trust complies with all relevant data protection obligations. Oversight of compliance within individual academies is delegated to the relevant local governing body.

## **5.2 Data protection officer**

The data protection officer (DPO) is responsible for overseeing the implementation of this policy, monitoring our compliance with data protection law, and developing related policies and guidelines where applicable.

They will provide an annual report of their activities directly to the Trust board and, where relevant, report to the board their advice and recommendations on school data protection issues.

The DPO is also the first point of contact for individuals whose data the Trust and its academies processes, and for the ICO.

Full details of the DPO's responsibilities are set out in their job description.

Our DPO is Kerry Weatherill and is contactable via email to [dpo@abbeytrust.org](mailto:dpo@abbeytrust.org).

## **5.3 Principal/ Head of School**

The Principal/ Head of School acts as the representative of the data controller within their school on a day-to-day basis.

## **5.4 All staff**

Staff are responsible for:

- Collecting, storing and processing any personal data in accordance with this policy
- Informing the school of any changes to their personal data, such as a change of address
- Contacting the DPO in the following circumstances:
  - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
  - If they have any concerns that this policy is not being followed
  - If they are unsure whether or not they have a lawful basis to use personal data in a particular way
  - If they need to rely on or capture consent, draft a privacy notice, deal with data protection rights invoked by an individual, or transfer personal data outside the European Economic Area
  - If there has been a data breach
  - Whenever they are engaging in a new activity that may affect the privacy rights of individuals
  - If they need help with any contracts or sharing personal data with third parties

## **6 Data protection principles**

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

This policy sets out how the Trust aims to comply with these principles.

## **7 Collecting personal data**

### **7.1 Lawfulness, fairness and transparency**

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that we can fulfil a contract with the individual, or the individual has asked us to take specific steps before entering into a contract
- The data needs to be processed so that we can comply with a legal obligation
- The data needs to be processed to ensure the vital interests of the individual, e.g. to protect someone's life
- The data needs to be processed so that we, as a public authority, can perform a task in the public interest, and carry out its official functions
- The data needs to be processed for the legitimate interests of the Trust and its academies or a third party (provided the individual's rights and freedoms are not overridden)
- The individual (or their parent/carer when appropriate in the case of a pupil) has freely given clear consent

For special categories of personal data, we will also meet one of the special category conditions for processing which are set out in the GDPR and Data Protection Act 2018.

If we offer online services to pupils, such as classroom apps, and we intend to rely on consent as a basis for processing, we will get parental consent where the pupil is under 13 (except for online counselling and preventive services).

Whenever we first collect personal data directly from individuals, we will provide them with the relevant information required by data protection law.

## **7.2 Limitation, minimisation and accuracy**

We will only collect personal data for specified, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data.

If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so, and seek consent where necessary.

Staff must only process personal data where it is necessary in order to do their jobs.

When staff no longer need the personal data they hold, they must ensure it is deleted or anonymised. This will be done in accordance with the Trust's Retention Schedule and Records Management Policy.

Further information about how and why we process personal data can be found in our 'Privacy Notices', available to download from the websites of the Trust and its academies or on request from the DPO or school offices.

## **8 Sharing personal data**

We will not normally share personal data with anyone else, but may do so where:

- There is an issue with a pupil or parent/carer that puts the safety of our staff at risk
- We need to liaise with other agencies – we will seek consent as necessary before doing this
- Our suppliers or contractors need data to enable us to provide services to our staff and pupils – for example, IT companies. When doing this, we will:
  - Only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law
  - Establish a data sharing agreement with the supplier or contractor, either in the contract or as a standalone agreement, to ensure the fair and lawful processing of any personal data we share
  - Only share data that the supplier or contractor needs to carry out their service, and information necessary to keep them safe while working with us

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings
- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes, as long as personal data is sufficiently anonymised or consent has been provided

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our pupils or staff.

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

Further information about how and why we may share personal data can be found in our 'Privacy Notices', available to download from the websites of the Trust and its academies or on request from the DPO or school offices.

## **9 Subject access requests and other rights of individuals**

### **9.1 Subject access requests**

Individuals have a right to make a 'subject access request' to gain access to personal information that the Trust and its academies holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this is not possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual

Subject access requests must be submitted in writing, either by letter, email or fax to the DPO. They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

To make it easier for individuals to request information held about them by the Trust and its academies, the Trust has published a Subject Access Request form which can be downloaded from the website of all Abbey Multi Academy Trust schools or on request from the school office or Data Protection Officer. Requests made in other formats will still be accepted.

If staff receive a subject access request they must immediately forward it to the DPO.



## 9.2 Children and subject access requests

Personal data about a child belongs to that child, and not the child's parents or carers. For a parent or carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request or have given their consent.

### In our primary schools:

Children below the age of 12 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of pupils at our primary schools may be granted without the express permission of the pupil. This is not a rule and a pupil's ability to understand their rights will always be judged on a case-by-case basis.

### In our secondary schools:

Children aged 12 and above are generally regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of pupils at our secondary schools may not be granted without the express permission of the pupil. This is not a rule and a pupil's ability to understand their rights will always be judged on a case-by-case basis.

## 9.3 Responding to subject access requests

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month, and explain why the extension is necessary

We will not disclose information if it:

- Might cause serious harm to the physical or mental health of the pupil or another individual
- Would reveal that the child is at risk of abuse, where the disclosure of that information would not be in the child's best interests
- Is contained in adoption or parental order records
- Is given to a court in proceedings concerning the child

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee which takes into account administrative costs.

A request will be deemed to be unfounded or excessive if it is repetitive or asks for further copies of the same information.

When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the ICO.

#### **9.4 Other data protection rights of the individual**

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their personal data is transferred outside of the European Economic Area
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances
- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Individuals should submit any request to exercise these rights to the DPO. If staff receive such a request, they must immediately forward it to the DPO.

## **10 Parental requests to see the educational record**

Parents of pupils at academies do not have an automatic right to access their child's educational record. Each school within the Trust will decide on a case-by-case basis whether to grant such requests, and we will bear in mind guidance issued from time to time from the Information Commissioner's Office (the organisation that upholds information rights).

## **11 Biometric recognition systems**

Where we use pupils' biometric data as part of an automated biometric recognition system (for example, pupils may use finger prints to receive school dinners instead of paying with cash in some of our schools), we will comply with the requirements of the Protection of Freedoms Act 2012.

Parents/carers will be notified before any biometric recognition system is put in place or before their child first takes part in it. The school will get written consent from at least one parent or carer before we take any biometric data from their child and first process it.

Parents/carers and pupils have the right to choose not to use the school's biometric system(s). We will provide alternative means of accessing the relevant services for those pupils. For example, we will provide pupils with a card to allow them to make payment for school dinners at each transaction if they wish.

Parents/carers and pupils can object to participation in the school's biometric recognition system(s), or withdraw consent, at any time, and we will make sure that any relevant data already captured is deleted.

As required by law, if a pupil refuses to participate in, or continue to participate in, the processing of their biometric data, we will not process that data irrespective of any consent given by the pupil's parent(s)/carer(s).

Where staff members or other adults use the school's biometric system(s), we will also obtain their consent before they first take part in it, and provide alternative means of accessing the relevant service if they object. Staff and other adults can also withdraw consent at any time, and the school will delete any relevant data already captured.

## **12 CCTV**

In many of our schools, we use CCTV in various locations around the school site to ensure it remains safe. We will adhere to the ICO's code of practice for the use of CCTV.

We do not need to ask individuals' permission to use CCTV, but we make it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining that CCTV is in use.

Any enquiries about the CCTV system should be directed to the school's site manager in the first instance.

## **13 Photographs and videos**

As part of our school activities, we may take photographs and record images of individuals within our schools.

We will obtain written consent from parents/carers, or pupils aged 18 and over, for photographs and videos to be taken of pupils for communication, marketing and promotional materials. Where we need parental consent, we will clearly explain how the photograph and/or video will be used to both the parent/carer and pupil. Where we do not need parental consent, we will clearly explain to the pupil how the photograph and/or video will be used.

Uses may include:

- Within school on notice boards and in school magazines, brochures, newsletters, etc.
- Outside of school by external agencies such as the school photographer, newspapers, campaigns

- Online on our school website or social media pages

Where consent is needed, consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the photograph or video and not distribute it further.

When using photographs and videos in this way we will not accompany them with any other personal information about the child, to ensure they cannot be identified.

## **14 Data protection by design and default**

We will put measures in place to show that we have integrated data protection into all of our data processing activities, including:

- Appointing a suitably qualified DPO, and ensuring they have the necessary resources to fulfil their duties and maintain their expert knowledge
- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Completing privacy impact assessments where our processing of personal data presents a high risk to rights and freedoms of individuals, and when introducing new technologies (the DPO will advise on this process)
- Integrating data protection into internal documents including this policy, any related policies and privacy notices
- Regularly training members of staff on data protection law, this policy, any related policies and any other data protection matters; we will also keep a record of attendance
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Maintaining records of our processing activities, including:
  - For the benefit of data subjects, making available the name and contact details of our schools and DPO and all information we are required to share about how we use and process their personal data (via our privacy notices)
  - For all personal data that we hold, maintaining an internal record of the type of data, data subject, how and why we are using the data, any third-party recipients, how and why we are storing the data, retention periods and how we are keeping the data secure

## **15 Data security and storage of records**

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or damage.

In particular:

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data are kept under lock and key when not in use
- Papers containing confidential personal data must not be left on office and classroom desks, on staffroom tables, pinned to notice/display boards, or left anywhere else where there is general access
- Where personal information needs to be taken off site, staff must sign it in and out from the school office
- Passwords that are at least 8 characters long containing letters and numbers are used to access school computers, laptops and other electronic devices. Staff and pupils are reminded to change their passwords at regular intervals
- Encryption software is used to protect all portable devices and removable media, such as laptops and USB devices
- Staff, pupils or governors who store personal information on their personal devices are expected to follow the same security procedures as for school-owned equipment (see our ICT policies and acceptable use agreements)
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8)

## **16 Disposal of records**

Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.

For example, we will shred or incinerate paper-based records, and overwrite or delete electronic files. We may also use a third party to safely dispose of records on our behalf. If we do so, we will require the third party to provide sufficient guarantees that it complies with data protection law.

## **17 Personal data breaches**

The Trust will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, we will follow the procedure set out in appendix 2.

When appropriate, we will report the data breach to the ICO within 72 hours. Such breaches in a school context may include, but are not limited to:

- A non-anonymised dataset being published on the school website which shows the exam results of pupils eligible for the pupil premium
- Safeguarding information being made available to an unauthorised person

- The theft of a school laptop containing non-encrypted personal data about pupils

## **18 Training**

All staff and governors are provided with data protection training as part of their induction process.

Data protection will also form part of continuing professional development, where changes to legislation, guidance or the school's processes make it necessary.

## **19 Monitoring arrangements and relationship with existing policies**

The DPO is responsible for monitoring and reviewing this policy.

This policy will be reviewed and updated if necessary when the Data Protection Bill receives royal assent and becomes law (as the Data Protection Act 2018) – if any changes are made to the bill that affect our Trust's practice. Otherwise, or from then on, this policy will be reviewed every 2 years and shared with the Trust Board.

This data protection policy is linked with the following policies and documents:

- Abbey MAT Freedom of Information Policy and Publication Scheme
- Abbey MAT Records Management Policy
- Abbey MAT Retention Schedule
- Abbey MAT Privacy Notices
- Abbey MAT Data Protection Handbook (guidance issued to staff)

Review frequency: 2 years

Policy owner: Governance & Compliance Officer (DPO)

## Appendix 1: Subject Access Request Form

Email to: [dpo@abbeytrust.org.uk](mailto:dpo@abbeytrust.org.uk)

FAO: Data Protection Officer  
Abbey Multi Academy Trust  
c/o Chapter House  
Butcher Hill  
Leeds, LS16 5EA

Date:

Dear Data Protection Officer,

### Re: Subject Access Request

Please provide me with the information about me / my child (*delete as appropriate*) that I am entitled to under the General Data Protection Regulation. This is so I can be aware of the information you are processing about me, and verify the lawfulness of the processing.

Here is the necessary information:

#### My details and contact information

Name:

Relationship with the Trust or school (*please indicate*):

Pupil / parent / employee / governor / volunteer

Other (*please specify*):

School:

Correspondence address:

Contact number:

Email address:

#### Details of the information requested

*Please insert details of the information you want that will help us to locate the specific information.*

*Please be as precise as possible, for example:*

- *Your personnel file*
- *Your child's medical records*
- *Your child's behavior record, held by [e.g. class teacher]*
- *Emails between 'A' and 'B' between [dates]*

Please provide me with:

If you need any more information from me, please let me know as soon as possible.

Please bear in mind that under the GDPR you cannot charge a fee to provide this information, and in most cases, must supply me with the information within 1 month.

If you need any advice on dealing with this request, you can contact the Information Commissioner's Office on 0303 123 1113 or at [www.ico.org.uk](http://www.ico.org.uk).

Yours sincerely,

Name:



## Appendix 2: Personal Data Breach Procedure

This procedure is based on guidance on personal data breaches produced by the ICO.

### Procedure to be followed in the event of a breach or potential breach

On finding or causing a breach, or potential breach, the staff member or data processor must immediately notify the DPO.

The DPO will investigate the report and determine whether a breach has occurred. To decide, the DPO will consider whether personal data has been accidentally or unlawfully:

- Lost
- Stolen
- Destroyed
- Altered
- Disclosed or made available where it should not have been
- Made available to unauthorised people

The DPO will alert the relevant Principal/ Head of School (or service manager in the case of centrally managed services). The DPO will also ensure that the Trust CEO is immediately notified where the potential consequences of the breach or suspected breach may be significant.

The DPO will make all reasonable efforts to contain and minimise the impact of the breach, assisted by relevant staff members or data processors where necessary.

The DPO will assess the potential consequences, based on how serious they are, and how likely they are to happen.

The DPO will work out whether the breach must be reported to the ICO. This must be judged on a case-by-case basis. To decide, the DPO will consider whether the breach is likely to negatively affect people's rights and freedoms, and cause them any physical, material or non-material damage (e.g. emotional distress), including through:

- Loss of control over their data
- Discrimination
- Identify theft or fraud
- Financial loss
- Unauthorised reversal of pseudonymisation (for example, key-coding)
- Damage to reputation
- Loss of confidentiality
- Any other significant economic or social disadvantage to the individual(s) concerned

If it's likely that there will be a risk to people's rights and freedoms, the DPO must notify the ICO.

The DPO will document the decision (either way), in case it is challenged at a later date by the ICO or an individual affected by the breach. Documented decisions are stored by the DPO.

Where the ICO must be notified, the DPO will do this via the 'report a breach' page of the ICO website within 72 hours. As required, the DPO will set out:

- A description of the nature of the personal data breach including, where possible:

- The categories and approximate number of individuals concerned
- The categories and approximate number of personal data records concerned
- The name and contact details of the DPO
- A description of the likely consequences of the personal data breach
- A description of the measures that have been, or will be taken, to deal with the breach and mitigate any possible adverse effects on the individual(s) concerned

If all the above details are not yet known, the DPO will report as much as they can within 72 hours. The report will explain that there is a delay, the reasons why, and when the DPO expects to have further information. The DPO will submit the remaining information as soon as possible.

The DPO will also assess the risk to individuals, again based on the severity and likelihood of potential or actual impact. If the risk is high, the DPO will promptly inform, in writing, all individuals whose personal data has been breached. This notification will set out:

- The name and contact details of the DPO
- A description of the likely consequences of the personal data breach
- A description of the measures that have been, or will be, taken to deal with the data breach and mitigate any possible adverse effects on the individual(s) concerned

The DPO will notify any relevant third parties who can help mitigate the loss to individuals – for example, the police, insurers, banks or credit card companies.

The DPO will document each breach, irrespective of whether it is reported to the ICO. For each breach, this record will include the:

- Facts and cause
- Effects
- Action taken to contain it and ensure it does not happen again (such as establishing more robust processes or providing further training for individuals)

Records of all breaches will be stored by the DPO.

The DPO and Principal/ Head of School or service manager will meet to review what happened and how it can be stopped from happening again. This meeting will happen as soon as reasonably possible.

The DPO will ensure that reports on personal data breaches and 'near misses' are provided to the Trust board and relevant local governing body in a timely manner following their discovery in order for them to maintain their oversight of data protection matters within the Trust and its academies.

### **Actions to minimise the impact of data breaches**

We have set out some examples below of action that we will take to mitigate the impact of different types of data breach, focusing especially on breaches involving particularly risky or sensitive information. We will review the effectiveness of these actions and amend them as necessary after any data breach.

### **Sensitive information being disclosed via email (including safeguarding records)**

If special category data (sensitive information) is accidentally made available via email to unauthorised individuals, the sender must attempt to recall the email as soon as they become aware of the error.

Members of staff who receive personal data sent in error must alert the sender and the DPO as soon as they become aware of the error.

If the sender is unavailable or cannot recall the email for any reason, the DPO will ask the ICT department to recall it.

In any cases where the recall is unsuccessful, the DPO will contact the relevant unauthorised individuals who received the email, explain that the information was sent in error, and request that those individuals delete the information and do not share, publish, save or replicate it in any way.

The DPO will ensure we receive a written response from all the individuals who received the data, confirming that they have complied with this request.

The DPO will carry out an internet search to check that the information has not been made public; if it has, we will contact the publisher/website owner or administrator to request that the information is removed from their website and deleted.

### **Personal information accidentally being published on the school website (e.g. named pupil premium interventions, residential address details, etc.)**

Should any staff member become aware that personal or special category data may have been accidentally published on a school website, they must immediately inform the DPO, Head of ICT, and the Digital Services Manager as soon as they become aware of the potential error to ensure that action can be taken at the earliest opportunity to remove the information from the website.

The Head of ICT and the Digital Services Manager together will ensure that the information is immediately removed and that it cannot be linked to or otherwise accessed or retrieved, for example, in search engine results.

The DPO will ensure that an internet search is carried out to check that the information has not been made public elsewhere; if it has, we will contact the publisher/website owner or administrator to request that the information is removed from their website and deleted.

On identifying the source of the breach following the DPO's investigation, the Head of ICT and Digital Services Manager will ensure that procedures for publishing information to school websites are reviewed and action taken to prevent a similar breach from occurring in the future. This may include identifying training needs, further restricting permissions for publishing information, etc.

### **A laptop or device containing non-encrypted sensitive personal data being stolen or hacked**

Where an individual believes that a laptop or device containing or otherwise allowing access to personal data may have been lost, stolen, hacked, or accessed by unauthorised persons, they must take immediate personal action to contain the loss in addition to notifying the DPO, regardless of whether the data is encrypted or not. This must include ensuring that suspected

theft or loss is reported to the Police at the earliest opportunity in order to increase the likelihood of the device being recovered.

The individual must immediately provide to the DPO details of the categories and extent of the personal data contained on the device itself and with details of any programmes, systems, apps, or websites through which personal data may be accessed using the device. For the avoidance of doubt, this must include details of any websites or apps allowing access to personal data where log in credentials may have been stored either in part or in full (for example, to keep a user logged in or to provide the username) even if the user believes that the information has been cleared.

The individual must immediately change the passwords to all such systems and services and notify the DPO as soon as this has been completed. The individual must also retrieve any audit or access logs which may allow for any instances of unauthorised access to be identified. They must seek the advice and support of the Trust's Head of ICT in doing this, particularly with regard to school/ Trust based or hosted systems, and immediately notify the DPO of their findings. This will allow the DPO to advise on any possible action that may be taken to further contain the data breach.