

Privacy Notice for Schools Support Service

1. Who we are

The Anna Freud Centre, also known as the Anna Freud National Centre for Children and Families, is a registered mental health charity and has established the Schools Support Service (SSS) in response to the Corona-19 pandemic, to provide support to pupils, parents and teachers. The Anna Freud Centre is the data Controller for data processed in the delivery of this service.

This notice informs you how we will use the personal data we collect from users of the SSS service. If you have any questions about the content of this notice you can contact us at:

- Email: schoolssupportservice@annafreud.org
- Anna Freud National Centre for Children and Families, 4-8 Rodney Street, London N1 9JH
- Telephone: 020 7794 2313
- Data Protection Officer is Susan Henry, DPO@annafreud.org

2. Purpose of the processing and the lawful basis for the processing

We are collecting your personal data to enable us to provide support in one of five ways. Essentially, we need to know some detail about you in order to provide support to you through SSS.

Our lawful bases for processing your data are:

Art 6 1 (f) Legitimate interests: this means we have considered our need to process your data alongside your rights and freedoms and have taken steps to ensure we uphold your rights by using the minimum information necessary for our purposes and ensuring it is held securely and for only as long as we need it.

Where we collect Special Category, including ethnicity, health and sexuality data for Equality and Diversity monitoring purposes, we rely upon **Article 9(2)g** and the relevant condition in the DPA is **Schedule 1 Part 2 (8)**. We are collecting the data for equality of opportunity or treatment purposes, namely to gauge who we are reaching and to monitor whether any group is disadvantaged or discriminated against in access to our services.

We use aggregate data to evaluate the service so that we can improve the service in the future.

3. How we get information

We use information collected directly from you when you access SSS, how we collect the data will depend on which support you use.

Support	Parent/carer groups	Parent/carer individual consultation	Teachers support line	Peer Support programme	Support for children and young people
Data collection	Zoom registration email	On-line form; Phone conversation /online meeting	On-line form; Phone conversation /online meeting	On-line form; Attendance (number and year group only) will be confirmed by the school	On-line form; Phone session /online meeting
Personal data collected	Name; Contact details (email address); Pupil information (ages); Attendance at sessions; Gender; Ethnicity; Health data	Name of parent/carer and child; Parent/Carer contact details; Child's age; Written summary of calls; Detail of current psychological therapy; Gender; Ethnicity; Health data Child details will be provided by the parent/carer	Name; Job title; Contact details (email address and telephone number); Written summary of calls; Gender; Ethnicity; Health data	Pre and Post training questionnaire; Attendance (number of attendees and year group only); Gender; Ethnicity	Name of child and parent/carer; Parent/Carer contact details; Child's date of birth; Summary of the nature of the difficulties and summary of calls; Detail of current psychological therapy; Gender; Ethnicity; Health data Child details will be provided by the parent/carer
How we store your data	Data is held on Zoom and Microsoft Forms. Outcomes data is stored on POD database.	Data is held on Microsoft Forms and Teams. Outcomes data is stored on POD database.	Data is held on Microsoft Forms and Teams. Outcomes data is stored on POD database.	Data is held on Microsoft Forms and Teams. Outcomes data is stored on POD database.	Data is held on Microsoft Forms, Microsoft Teams and Cliniko. Outcomes data is stored on

					POD database and Cliniko
Additional information	School	School; School year	School Average class size taught No. of years teaching experience	School	School School year

4. Who we share your data with

The data we process is not shared with other organisations in an identifiable format, though we do share anonymous and/or aggregate data and statistics with our funders, but individuals are never identified in those reports.

We use Microsoft tools to collect and process your data and Zoom or MS Teams for any online video sessions. We have data processing agreements in place with our processors which restrict their use of your data to our agreed purposes.

Generally, we will ask your permission before we share your data, but in some circumstances, we may be legally obliged to share information, for example under a court order. Where we do share, we satisfy ourselves that we have a lawful basis on which to share the information and document our decision making. Any safeguarding concerns are shared with the school and are managed by the school following their safeguarding process.

5. How long we retain your data

We hold your data for a period of 2 years in an identifiable format and then we anonymise the records so no individuals are identifiable. We use the anonymised data to understand how the service was used and how we can improve it in future.

6. Your data rights

Under data protection law, you have rights we want to make you aware of. The rights available to you depend on our reason for processing your information and may only apply in certain circumstances. You can check the [Information Commissioners website](#) for more detail or contact the DPO.

- **Your right to be informed** – this notice informs you what data we collect and how we use it.
- **Your right of access** – You have the right to ask us for a copy of your personal information.

- **Your right to rectification** - You have the right to ask us to correct information which you think is inaccurate or incomplete.
- **Your right to erasure** - This is known as the 'right to be forgotten' and you have the right to ask us to erase your personal information in certain circumstances, such as where it is no longer required.
- **Your right to restriction of processing** - You have the right to ask us to limit the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to request we stop processing some or all of your data.
- **Your right to data portability** - This only applies to information you have given us and where we rely upon your consent to process the data.
- **Rights around automated decision making and profiling**

You are not required to pay a charge for exercising your rights. We generally have one month within which to respond to your request.

Please contact us at DPO@annafreud.org if you wish to make a request with regard to any of your rights.

7. Making a complaint

If you feel we may not be handling your data appropriately or if you have any queries or concerns about this you can contact us, dpo@annafreud.org

You can also, at any time, make a complaint about our processing of your data to the Information Commissioner, <https://ico.org.uk/global/contact-us>

8. Obligation to provide data and automated decision making

There no legal or statutory obligation for you to provide your data to us. We only ask for the minimum information we need to provide appropriate support to you.

Last updated July 2021