

## Privacy Notice for Schools and Colleges Support Service (SSS)

### 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 and Colleges Support Service (SSS) to provide support to pupils, parents/carers 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, including children and their parents, parents and school support staff. If you have any questions about the content of this notice you can contact us at:

- Email: [schoolssupportservice@annafreud.org](mailto: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](mailto: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 to pupils, parents/carers and school staff in a number of 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, which does not identify individuals, 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.

<b>Support</b>	Data collection	Personal data collected	How we store your data	Additional information
<b>Connecting Parent/carer groups</b>	Zoom registration email	Name; Contact details (email address); Pupil information (ages); Attendance at sessions; Gender; Ethnicity; Health data; Pre and Post group surveys and outcome measures including feedback questionnaire (e-mail address confidentially used to link pre/post responses).	Data is held on Zoom and Microsoft Forms. Outcomes data is stored on POD database.	School that the parent/carer's child attends
<b>Parent/carer individual consultation</b>	Online form; Phone conversation /online meeting	Name of parent/carer and child; Parent/carer contact details (email address and mobile telephone number); 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  Feedback questionnaire.	Data is held on Microsoft Forms, Microsoft Teams and Cliniko. Outcomes data is stored on POD database.	School that the parent/carer's child attends; School year of children.
<b>Parent/carer webinars</b>	Zoom registration email	Name; Contact details (email address); Attendance at sessions;  Feedback questionnaire (e-mail address confidentially used to link pre/post responses).	Data is held on Zoom and Microsoft Forms.	School that the parent/carer's child attends
<b>Teacher wellbeing individual consultations</b>	Online form; Phone conversation /online meeting	Name Job title; Contact details (email address and telephone number); Written summary of calls; Gender Ethnicity; Health data  Pre and Post consultation surveys and outcome measures, including feedback questionnaire (e-mail address confidentially used to link pre/post responses).	Data is held on Microsoft Forms, Microsoft Teams and Cliniko. Outcomes data is stored on POD database.	School; Average class size taught; No. of years teaching experience

<b>Teacher Assistant (TA) and Learning Support Assistant (LSA) Training</b>	School emails through name and contact details of relevant TA/LSA	Name; Job title; Contact details (email address and telephone number); Written information if relevant for supervision; Pre and Post training questionnaire and outcome measures relating to the TA/LSA (e-mail address confidentially used to link pre/post responses).  Pre and post intervention outcome measures regarding the young person will be collected and provided by the TA/LSA (e-mail address confidentially used to link pre/post responses).	Data is held on Microsoft Forms, Microsoft Teams. Outcomes data is stored on POD database.	School;
<b>Peer Support programme</b>	Online form; Attendance (number and year group only) will be confirmed by the school	Pre and Post training questionnaire and outcome measures for teachers, mentors and mentees (e-mail address confidentially used to link pre/post responses).;  Contact details (email address of teachers, peer support mentor and mentees); Attendance (number of attendees and year group only); Gender (of mentors); Ethnicity (of mentors).	Data is held on Microsoft Forms and Teams. Outcomes data is stored on POD database.	School
<b>Support for children and young people (individual consultations)</b>	Online form; Phone session /online meeting	Name of child and parent/ carer; Young person's contact details (school email address and mobile telephone number); Parent/Carer contact details (email address and mobile telephone number); 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 school and the parent/ carer	Data is held on Microsoft Forms, Microsoft Teams and Cliniko. Outcomes data is stored on POD database and Cliniko	School; School year

To help with the above support offers, we also have an enquiries email address [schoolssupportservice@annafreud.org](mailto:schoolssupportservice@annafreud.org). Emails are stored securely.

## **OSCA intervention**

From 2022, we are working with the Oxford Centre for Anxiety Disorders & Trauma, University of Oxford, to test an online intervention "OSCA" ([Online Social anxiety Cognitive therapy for Adolescents](#)) and will jointly process personal data of young people for whom the intervention is suitable and who agree to participate. For further information on the intervention, please refer to the OSCA Information Sheet, accessible [here](#). Your data will be stored on the OSCA platform, accessible to the OSCA and SSS teams delivering the support. Once the intervention is completed your data will be held by the Centre on Cliniko as set out in this notice. It will be held separately by the OSCA team on their systems, where it will be used to evaluate the success of the test. Their privacy notice is available [here](#) and they will hold the data for 10 years in an identifiable format. Their data protection contact can be reached at [data.protection@admin.ox.ac.uk](mailto:data.protection@admin.ox.ac.uk).

### **4. Who we share your data with**

With the exception of the OSCA intervention and the referring school, 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.

The school support service is delivered with support from Mind and as part of this we currently share your information with a member of their team who work in this service. We need to share this data in this way to be able to deliver an effective service.

We use Microsoft tools, [Cliniko](#) and [POD](#) to collect and process your data and [Zoom](#), [Cliniko](#), or [Microsoft 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 evaluate and 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](mailto: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](mailto: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 is 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 March 2022