



EXETER SCHOOL

PRIVACY NOTICE

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1. Who we are

Exeter School (“the School”) is a registered charity number 1093080 and a company limited by guarantee and registered in England, company number: 04470478. Its registered office is Victoria Park Road, Exeter, EX2 4NS

2. What this privacy notice is for

This **privacy notice** is intended to provide information about how the School will use (or "process") personal data about individuals including: its staff, volunteers and governors; its current, past and prospective pupils; and their parents, carers or guardians (referred to in this policy as "parents").

This information is provided because data protection law gives individuals rights to understand how their data is used. Staff, parents and pupils are all encouraged to read this Privacy Notice and understand the School’s obligations to its entire community.

This privacy notice applies alongside any other information the School may provide about a particular use of personal data, for example when collecting data via an online or paper form.

This privacy notice also applies in addition to the School's other relevant terms and conditions and policies, including:

- any contract between the School and its staff or the parents of pupils;
- any policies or notices applicable to staff concerning the handling of personal data;
- the School's policy on taking, storing and using images of children;
- the School’s CCTV policy;
- the School’s retention of records policy;
- the School's safeguarding, pastoral, or health and safety policies, including as to how concerns or incidents are recorded; and
- the School's IT policies, including its IT Acceptable Use policy, Social Media policy and pastoral and safeguarding policies

Anyone who works for, or acts on behalf of, the School (including staff, volunteers, governors and service providers) should also be aware of and comply with this privacy notice and the School's data protection policy and staff privacy notice in the staff handbook, which also provides further information about how personal data about those individuals will be used.

3. Responsibility for data protection

The School has appointed the Head of IT Services as data protection co-ordinator who will deal with all your requests and enquiries concerning the School’s uses of your personal data (see section on your rights below) and endeavour to ensure that all personal data is processed in compliance with this policy and data protection law.

4. Why the School needs to process personal data

In order to carry out its ordinary duties to staff, pupils and parents, the School may process a wide range of personal data about individuals (including current, past and prospective staff, pupils or parents) as part of its daily operation.

Some of this activity the School will need to carry out in order to fulfil its legal rights, duties or obligations – including those under a contract with its staff, or parents of its pupils.



Other uses of personal data will be made in accordance with the School's legitimate interests, or the legitimate interests of another, provided that these are not outweighed by the impact on individuals, and provided it does not involve special or sensitive types of data.

The School expects that the following uses may fall within that category of its (or its community's) "**legitimate interests**" (see also summary at appendix A):

- For the purposes of pupil selection, to confirm the identity of prospective pupils and their parents and retain a record if appropriate for the purposes of future applications or openings;
- To provide education services, including IT services, musical education, physical training or spiritual development, career services, and co-curricular activities to pupils, and monitoring pupils' progress and educational needs, including where such services are provided remotely (either temporarily or permanently);
- Maintaining relationships with alumni and the School community, including direct marketing or fundraising activity;
- For the purposes of donor due diligence, and to confirm the identity of prospective donors and their background and relevant interests;
- For the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law (such as tax, diversity or gender pay gap analysis);
- To enable relevant authorities to monitor the School's performance and to intervene or assist with incidents as appropriate;
- To give and receive information and references about past, current and prospective pupils, including relating to outstanding fees or payment history, to/from any educational institution that the pupil attended or where it is proposed they attend; and to provide references to potential employers of staff;
- To enable pupils to take part in national or other assessments, and to publish the results of public examinations or other achievements of pupils of the School;
- To safeguard pupils' welfare and provide appropriate pastoral care;
- To monitor (as appropriate) use of the School's IT and communications systems in accordance with the School's IT Acceptable Use policy;
- To make use of photographic images of pupils in school publications, on the School website and (where appropriate) on the School's social media channels in accordance with the School's policy on taking, storing and using images of children;
- For security purposes, including CCTV in accordance with the School's CCTV policy;
- For regulatory record keeping / compliance purposes in respect of immigration requirements, as an employer and/or visa sponsor;
- To carry out or cooperate with any school or external complaints, disciplinary or investigation process; and
- Where otherwise reasonably necessary for the School's purposes, including to obtain appropriate professional advice and insurance for the School.

In addition, the School may need to process **special category personal data** (concerning health, ethnicity, religion, sexual life or biometrics) or criminal records information (such as when carrying out DBS checks) in accordance with rights or duties imposed on it by law, including as regards safeguarding and employment, or from time to time by explicit consent where required. These reasons will include:



- To safeguard pupils' welfare and provide appropriate pastoral (and where necessary, medical) care, and to take appropriate action in the event of an emergency, incident or accident, including by disclosing details of an individual's medical condition or other relevant information where it is in the individual's interests to do so: for example for medical advice, for social protection, safeguarding, and co-operation with police or social services, for insurance purposes or to caterers or organisers of school trips who need to be aware of dietary or medical needs;
- To comply with public health requirements including communicable disease testing and/or processing the results of tests taken by pupils or other members of the School community, outbreak management and sharing this information with relevant health authorities;
- To provide educational services in the context of any special educational needs of a pupil;
- To provide spiritual education in the context of any religious beliefs;
- In connection with employment of its staff, for example DBS checks, welfare, union membership or pension plans;
- As part of any school or external complaints, disciplinary or investigation process; or
- For legal and regulatory purposes (for example child protection, diversity monitoring, health and safety and immigration/visa sponsorship compliance) and to comply with its legal obligations and duties of care.

5. Types of personal data processed by the School

This will include by way of example:

- names, addresses, telephone numbers, e-mail addresses and other contact details;
- car details (about those who use our car parking facilities);
- bank details and other financial information, e.g. about parents (or others) who pay fees to the School and any anti-money laundering information we are obliged to collect by law;
- past, present and prospective pupils' academic, disciplinary, admissions and attendance records (including information about any special needs), and examination scripts and marks;
- personnel files, including in connection with academics, employment or safeguarding;
- nationality and other immigration status information (eg right to work / study), including copies of passport information;
- where appropriate, information about individuals' health and welfare, and contact details for their next of kin;
- references given or received by the School about pupils, and relevant information provided by previous educational establishments and/or other professionals or organisations working with pupils;
- correspondence with and concerning staff, pupils and parents past and present;
- images of pupils (and occasionally other individuals) engaging in school activities, and images captured by the School's CCTV system (in accordance with the School's policy on taking, storing and using images of children); and
- historical school photos including pupil head shots, class and sports team photos and photos of performances, school trips. These images have been collated in the School archive and are owned by the School.



6. How the School collects data

Generally, the School receives personal data from the individual directly (including, in the case of pupils, from their parents). This may be via a form, or simply in the ordinary course of interaction or communication (such as email or written assessments).

In some cases, personal data may be supplied by third parties (for example another school, or professionals or authorities working with that individual); or collected from public resources.

7. Who has access to personal data and who the School shares it with

Processing by third parties

For the most part, personal data collected by the School will remain within the School and will be processed by appropriate individuals only in accordance with access protocols (i.e. on a 'need to know' basis). However, some functions are outsourced. In accordance with data protection law, this type of external data processing is always subject to contractual assurances that personal data will be kept securely and used only in accordance with the School's specific directions.

The key data processors with which the School shares data are listed in appendix B.

Data sharing

Occasionally, the School (including its governors) will need to share personal information relating to its community with third parties, such as:

- appropriate contractors such as IT support organisations;
- professional advisers (eg lawyers, insurers, PR advisers and accountants);
- examination boards;
- stage 3 complaints panels which will include independent panel members;
- relevant affiliated groups including the School's alumni organisations;
- subsidiary companies within the Exeter School group;
- third parties and their advisers in the event of a possible or actual sale, merger or other restructuring of the School; and
- government authorities (eg HMRC, DfE, CAF/CASS, police, Home Office, UKVI or relevant public health/NHS body and/or local authority) and/or regulatory bodies such as Teachers Regulation Agency, the Independent Schools Inspectorate, OFSTED, the Charities Commission etc.

8. Access to sensitive data

Particularly strict rules of access apply in the context of "special category" data, most notably:

- medical records; and
- pastoral or safeguarding files.

Medical data

The School needs to process such information to comply with statutory duties and to keep pupils and others safe, but the School will ensure only authorised staff can access information on a need-to-know basis. This may include wider dissemination if needed for school trips or for catering purposes. Express consent will be sought where appropriate. However, a certain amount of any SEND pupil's relevant information will need to be provided to staff more widely in the context of providing the necessary care and education that the pupil requires.



Safeguarding data

Staff, pupils and parents are reminded that the School is under duties imposed by law and statutory guidance (including Keeping Children Safe in Education (“KCSiE”)) to record or report incidents and concerns that arise or are reported to it, in some cases regardless of whether they are proven, if they meet a certain threshold of seriousness in their nature or regularity. This is likely to include file notes on personnel or safeguarding files, and in some cases referrals to relevant authorities such as the LADO or police.

KCSiE also requires that, whenever a child leaves the School to join another school or college, his or her child protection file is promptly provided to the new organisation. The School will retain a copy in accordance with its retention policy for material related to safeguarding matters.

For further information about this, please view the School’s child protection and safeguarding policy.

9. How long we keep personal data

The School will retain personal data securely and only in line with how long it is necessary to keep for a legitimate and lawful reason. Typically, the legal recommendation for how long to keep ordinary staff and pupil personnel files is up to 7 years following departure from the School. However, incident reports and safeguarding files will need to be kept much longer, in accordance with specific legal requirements or current best practice guidelines.

If you have any specific queries about how this policy is applied or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Data Protection Co-ordinator. However, please bear in mind that the School will often have lawful and necessary reasons to hold on to some data even following such a request.

A limited and reasonable amount of information will be kept for archiving purposes, for example; and even where you have requested, we no longer keep in touch with you, we will need to keep a record of the fact in order to fulfil your wishes (called a "suppression record").

Please refer to the School’s retention of records policy for further information.

10. Keeping in touch and supporting the School

The School and/or any relevant other organisation will use the contact details of parents, alumni and other members of the School community to keep them updated about the activities of the School, or alumni and parent events of interest, including by sending updates and newsletters, by email and by post.

This includes using carefully selected third party organisations including Mailchimp in order to share email communications such as newsletters and invites to events, and to manage communication preferences including reviewing data on the open rates of emails. Mailchimp’s privacy policy can be found online here <https://mailchimp.com/legal/privacy/>. You may opt out on receiving communications from Mailchimp at any time by clicking on the relevant links at the bottom of each newsletter.

Unless the relevant individual objects, the School may also:



- Share personal data about parents and/or alumni, as appropriate, with organisations set up to help establish and maintain relationships with the School community, such as the Choral Society etc;
- Contact parents and/or alumni (including via the organisations above) by post, email and telephone in order to promote and raise funds for the School and, where appropriate, other worthy causes.

Should you wish to limit or object to any such use, or would like further information about them, please contact the data protection co-ordinator in writing. You always have the right to withdraw consent, where given, or otherwise object to direct marketing or fundraising. However, the School may need nonetheless to retain some of your details (not least to ensure that no more communications are sent to that particular address, email or telephone number).

11. Your rights

11.1. Rights of access

Individuals have various rights under data protection law to access and understand their own personal data held and processed by the School, and in some cases ask for it to be erased or amended or have it transferred to others, or for the School to stop processing it – but subject to certain exemptions and limitations.

Any individual wishing to access or amend their personal data or wishing it to be transferred to another person or organisation, or who has some other objection to how their personal data is used, should put their request in writing to the data protection co-ordinator. However, the School will not necessarily delete or amend views, opinions, notes or records purely on the request of an individual who disputes the account, although we may keep a record of all parties' viewpoints.

The School will endeavour to respond to any such written requests as soon as is reasonably practicable and in any event within statutory time-limits (which is generally one month in the case of requests for access to information but actually fulfilling more complex or multiple requests (eg those involving third party information) may take 1-2 months longer).

The School will be better able to respond quickly to smaller, targeted requests for information made during term time. If the request for information is manifestly excessive or similar to previous requests, the School may ask you to reconsider or require a reasonable fee for the administrative costs of complying with the request, or in certain cases refuse the request (but only where data protection law allows it, and in accordance with relevant regulatory guidance). If you consider that the personal data we hold on you is inaccurate, please let us know.

However, the School will not necessarily delete or amend views, opinions, notes or records purely on the request of an individual who disputes the account, although we may keep a record of all parties' viewpoints.

11.2. Rights that cannot be fulfilled

You should be aware that GDPR rights (including the right of access) is limited to your own personal data, and certain data is exempt. This will include information which identifies other individuals (and parents need to be aware this may include their own children, in certain limited situations – please see



further below), or information which is subject to legal privilege (for example legal advice given to or sought by the School, or documents prepared in connection with a legal action).

The School is also not required to disclose any pupil examination scripts (or other information consisting solely of pupil test answers, potentially including in mock exam scripts or other types of exams / tests used to assess performance – although markers' comments may still be disclosable if they constitute pupil personal data). The School is also not required to provide examination or other test marks ahead of their ordinary publication date, nor share any confidential reference held by the School that was (or will be) given for the purposes of the education, training, appointment or employment of any individual.

These exemptions necessarily apply also in the context of teacher-assessed grades, where required in the absence of formal public examinations due to pandemic conditions.

You may have heard of the "right to be forgotten". However, we will sometimes have compelling reasons to refuse specific requests to amend, delete or stop processing your (or your child's) personal data: for example, a legal requirement, or where it falls within a legitimate interest identified in this privacy notice. Generally, if the School still considers the processing of the personal data to be reasonably necessary, it is entitled to continue. All such requests will be considered on their own merits.

11.3. Pupil requests

Pupils can make subject access requests for their own personal data, provided that, in the reasonable opinion of the School, they have sufficient maturity to understand the request they are making (see section 11.6 below). A pupil of any age may ask a parent or other representative to make a subject access request on his/her behalf.

Indeed, while a person with parental responsibility will generally be entitled to make a subject access request on behalf of younger pupils, the law still considers the information in question to be the child's. For older pupils, the parent making the request may need to evidence their child's authority for the specific request. Requests not considered in the child's best interests may sometimes be refused.

Pupils at Exeter senior school are generally assumed to have this level of maturity, although this will depend on both the child and the personal data requested, including any relevant circumstances at home. Children in the junior school may however be sufficiently mature to have a say in this decision, depending on the child and the circumstances.

All information requests from, or on behalf of, pupils – whether made under subject access or simply as an incidental request – will therefore be considered on a case-by-case basis.

11.4. Parental requests

It should be clearly understood that the rules on subject access are not the sole basis on which information requests are handled. Parents may not have a statutory right to information, but they and others will often have a legitimate interest or expectation in receiving certain information about pupils without their consent. The School may consider there are lawful grounds for sharing with or without reference to that pupil.



Parents will in general receive educational and pastoral updates about their children, in accordance with the parent contract. Where parents are separated, the School will in most cases aim to provide the same information to each person with parental responsibility but may need to factor in all the circumstances including the express wishes of the child, court orders or pastoral issues.

All information requests from, on behalf of, or concerning pupils – whether made under subject access or simply as an incidental request – will therefore be considered on a case-by-case basis.

11.5. Consent

Consent will be freely given, specific, informed and unambiguous. Where the School is relying on consent as a means to process personal data, any person may withdraw this consent at any time (subject to similar age considerations as above). Examples where we do rely on consent are certain types of uses of images and certain types of fundraising activity. Please be aware however that the School may not be relying on consent but have another lawful reason to process the personal data in question even without your consent.

That reason will usually have been asserted under this privacy notice or may otherwise exist under some form of contract or agreement with the individual (e.g. an employment or parent contract, or because a purchase of goods, services or membership of an organisation such as an alumni or parents' association has been requested).

Note that the age of digital consent in the UK is 13.

11.6. Whose rights

The rights under data protection law belong to the individual to whom the data relates. However, the School will often rely on parental authority or notice for the necessary ways it processes personal data relating to pupils – for example, under the parent contract, or via a form. Parents and pupils should be aware that this is not necessarily the same as the School relying on strict consent (see section on consent above).

Where consent is required, it may in some cases be necessary or appropriate – given the nature of the processing in question, and the pupil's age and understanding – to seek the pupil's consent. Parents should be aware that in such situations they may not be consulted, depending on the interests of the child, the parents' rights at law or under their contract, and all the circumstances.

In general, the School will assume that pupils' consent is not required for ordinary disclosure of their personal data to their parents, e.g. for the purposes of keeping parents informed about the pupil's activities, progress and behaviour, and in the interests of the pupil's welfare. That is unless, in the School's opinion, there is a good reason to do otherwise.

However, where a pupil seeks to raise concerns confidentially with a member of staff and expressly withholds their agreement to their personal data being disclosed to their parents, the School may be under an obligation to maintain confidentiality unless, in the School's opinion, there is a good reason to do otherwise; for example, where the School believes disclosure will be in the best interests of the pupil or other pupils, or if required by law.



Pupils are required to respect the personal data and privacy of others, and to comply with the School's relevant policies including the IT Acceptable Use policy and the School Rules. Staff are under professional duties to do the same covered under the relevant staff policies.

12. Data accuracy and security

The School will endeavour to ensure that all personal data held in relation to an individual is as up to date and accurate as possible. Individuals must notify the Data Protection Co-ordinator of any significant changes to important information, such as contact details, held about them.

An individual has the right to request that any out-of-date, irrelevant or inaccurate or information about them is erased or corrected (subject to certain exemptions and limitations under Data Protection Law): please see above for details of why the School may need to process your data, of who you may contact if you disagree.

The School will take appropriate technical and organisational steps to ensure the security of personal data about individuals, including policies around use of technology and devices, and access to school systems. All staff and governors will be made aware of this policy and their duties under Data Protection Law and receive relevant training.

13. Data Breach Notification

In the event of a personal data breach, the School will follow its data breach response procedure. Where required, the ICO and affected individuals will be notified in line with UK GDPR.

14. Cookies and tracking technologies

Our website and portals may use cookies to improve user experience. Consent is obtained for non-essential cookies through a cookie banner. See our Cookie Policy for more information.

15. International Data Transfers

Where data is transferred outside the UK (e.g. via Google, Microsoft, Mailchimp), the School ensures appropriate safeguards are used such as IDTAs or SCCs, in accordance with UK data protection law.

16. This policy

The School will update this privacy notice from time to time. Any substantial changes that affect your rights will be provided to you directly as far as is reasonably practicable.

16. Queries and complaints

Any comments or queries on this policy should be directed to the data protection co-ordinator either by writing to them at the School address or by e-mailing compliance@exeterschool.org.uk.

If an individual believes that the School has not complied with this policy or acted otherwise than in accordance with data protection law, they should notify the data protection co-ordinator. The School can also make a referral to or lodge a complaint with the Information Commissioner's Office (ICO), although the ICO recommends that steps are taken to resolve the matter with the School before involving the regulator.



Appendix A: Lawful basis table

Data category	Purpose of processing	Lawful basis under UK GDPR
Pupil and parent contact details	Communicating academic updates, event invitations, emergencies	Legitimate interest, contract
Staff contact and employment data	HR management, payroll, compliance with employment law	Contract, legal obligation
Medical and health information	Safeguarding, special educational needs, trip planning	Vital interests, legal obligation, consent (where applicable), substantial public interest (Schedule 1 DPA 2018)
Academic records and assessments	Teaching, progress tracking, exam entries and reports	Public task, legitimate interest
Photos and videos (school use)	School publications, website, social media	Consent
Photos (safeguarding/CCTV)	Security, pupil welfare, behavioural monitoring	Legitimate interest, legal obligation
Behaviour and disciplinary records	Behaviour management, parental reporting, safeguarding	Legitimate interest, legal obligation
Special educational needs data	Tailored teaching and support	Legal obligation, substantial public interest
Safeguarding records	Complying with KCSiE and reporting to LADO or authorities	Legal obligation, substantial public interest
Financial data (parents)	Fee collection, bursary allocation, financial planning	Contract, legitimate interest
Criminal convictions (e.g. DBS checks)	Staff recruitment, safeguarding checks	Legal obligation, employment law
Alumni contact data	Communications, fundraising, event promotion	Consent, legitimate interest
IT usage data	Monitoring acceptable use of IT systems, data security	Legitimate interest, legal obligation
Website cookies & tracking	Improve site functionality, gather statistics	Consent (required for non-essential cookies)



Appendix B - key data processors with which the School shares data

- Access Charity CRM, formerly ThankQ (The Access Group) - Alumni system
- Access-It Software Ltd – in relation to the School’s library management system
- Alphabet Inc – in relation to the School’s use of Google Workspace
- Apple Inc – in relation to the School’s use of Apple School Manager and other products
- ArcGIS – Used by geography
- Boost Learning – Used by MFL and Maths
- Bursary Administration Limited – in relation to applications for means-tested bursaries
- CEM Testing by Cambridge university – Used by all year groups
- Cognito LLC – general data gathering system (eg Box Office, new parent registrations)
- CPOMS Systems Ltd – recording safeguarding matters
- Dynamic Learning – Used by all years
- Exclaimer Ltd – in relation to the School’s e-mail signature system
- Extreme Networks Inc – in relation to the School’s WiFi system
- Firefly Learning Ltd – intranet, trips and activities, payments
- Fortinet Inc – in relation to the School’s internet firewall and filtering services
- Furlough Software – re Fee Master for billing
- GL assessments by testwise – used by all years
- iFinance Ltd – in relation to the School’s finance system
- iHasco Ltd – in relation to the School’s health and safety training system
- Innermedia - for the handing of newsletters and maintenance of our website
- Interactive schools - for the handing of newsletters and maintenance of our website
- Iris Software Group – providers of the School’s management information system iSams
- Jamf Software – in relation to the School’s use of Zuludesk iPad management
- Kerboodle – used by 3F to U5.
- Lightyear (an Access Company) – in relation to the School’s invoicing system
- Mailchimp – for the handing of email communications
- Microsoft Corporation – in relation to the School’s use of Microsoft 365 and other products
- Minnow IT Ltd – in relation to the School’s Foldr service (web access to local file services)
- Morrisby Ltd – in relation to the School’s careers programme
- My School Portal (The Access Group) – parent portal
- OpenApply – for the processing of applications to the School
- Organic – Digital Marketing Agency – joining up user experience, SEO and creative
- Papercut Software Ltd – in relation to the School’s printing services
- Parago Inc – in relation to the School’s operations helpdesk system
- Pearson Active learn – Used by all years
- Planet Enterprises Ltd – in relation to the School’s Planet eStream system
- Pyro.Solutions Ltd – in relation to the screening of the School’s alumni
- Raptor Technologies – in relation to the School’s use of CPOMS
- Sage Group PLC - accounting system
- SalamanderSoft Ltd – in relation to the School’s directory integration services
- School cloud systems – in relation to the School’s use of facility booking and parents’ evening booking software
- School Cloud Systems Ltd – parents’ evening system
- Securly Inc – in relation to our filtering and monitoring of digital activities



- SOCS Ltd – in relation to the Schools SOCS system
- Sodexo Ltd – the School’s caterers
- Sophos Ltd – in relation to the School’s antivirus services
- Spiceworks – in relation to the Schools IT helpdesk system
- SWGfL charity – in relation to the School’s Whisper Anonymous Reporting (safeguarding) system
- Unify – in relation to presenting content to prospective families considering enrolment
- VanillaSoft Inc - to run the School’s telephone campaigns with alumni
- Vectare Ltd – in relation to the School’s transport provision