

Privacy Notice – Education Services

Our contact details

Name: Hannah Haywood, Customer Services Manager (Education)

Address: Education Customer Services
West Lothian Council
West Lothian Civic Centre
Howden South Road
EH54 6FF

Phone number: 01506 281952

Email: EducationCustomerServices@westlothian.gov.uk

The personal information we collect

The school collects and holds a range of information relating to your child. This will include:

- Personal information – e.g. names and addresses, ethnicity, religion, language, country of birth and free school meal eligibility
- Attendance information – e.g. number of absences and absence reasons
- Assessment information – e.g. national curriculum assessment results
- Medical information, where appropriate
- Behavioural information – e.g. number of temporary exclusions
- Photographs
- Personal views and opinions

How we get your personal information and why we have it

The personal information you provide to the school is required by law. It allows the school to deliver an appropriate education to West Lothian children and young people.

The information you provide will be used;

- To contact you
- To support pupil learning
- To monitor and report on pupil progress
- To ensure pupil access to appropriate courses and qualifications
- To provide appropriate pastoral care
- To assess the quality of our service

- To safeguard pupils
- To celebrate achievements and share learning

When collecting data, the school will inform you whether you are required to provide this data or if your consent is needed. Where consent is required, the school will provide you with specific and explicit information with regards to the reasons the data is being collected and how the data will be used.

Sometimes the school will receive information from other organisations such as previous schools attended, Social Work or Additional Support Services and other groups or organisations connected to a pupil's education.

Who we will share your information with?

In order to carry out our legal requirements to provide an appropriate education for your child/children we will sometimes be required to share information. All pupil information is held within a secure information management system. Pupil information is shared with Education staff and where applicable with other relevant internal West Lothian Council partners, such as Social Policy and Operational Services (for school transport and/or school meal provision) to meet our legal requirement to provide an appropriate education to all our children and young people.

We share information with a number of relevant external services; examples of these services are: -

- the Scottish Qualifications Authority ([SQA](#)) and Scottish National Standards Assessments [SNSA](#) for the purposes of assessment and qualifications;
- the suite of Learning Tools ([Glow](#)) receives pupil name and class information to allow secure account management throughout the time your child is in school in West Lothian;
- [Skills Development Scotland](#), which allows for targeted services to be delivered to young people who require support to ensure that they remain in or are helped to re-engage in education, training, learning or employment;
- Police Scotland, in the case of any Safeguarding requirements;
- Lothian NHS Board for the purposes of NHS Immunisation and Screening Programmes.

We also share information with suitable and secure online learning services to provide an appropriate and high quality education to your child/children. Where possible we anonymise the data that we share with these online learning services or share the minimum amount of information required. Whenever consent is required to use an online service your child's school will contact you for your permission. For more information on what online learning services are used within your child's school please contact your school directly.

How long do we keep your information?

Your pupil records will be kept under law for 5 years after your child leaves school, unless there are other legal reasons to extend this period.

Your Rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. To make a request please contact us at Education Customer Services, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF.

Providing accurate information

It is important the information we hold is correct. If you need to make any changes, please e-mail or call your child's school. You can view [school contact information](#) from the main council website.

Further information

If you have any questions or concerns about how your information is used, please contact us at the address above. You can also contact the Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: DataProtectionOfficer@westlothian.gov.uk

More information about data protection and how it applies to you, including how to

make a complaint, is available from the Information Commissioner's Office at <https://ico.org.uk/>

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113