



# Green Shoots

EDUCATION SUPPORT

## Confidentiality, Privacy and Data Protection Policy

Updated August 2023

### Statement and purpose of policy

Green Shoots Education Support is committed to ensuring that all personal data handled by us is processed according to legally compliant standards of data protection and data security.

The purpose of this policy is to help us achieve our data protection and data security aims by notifying our clients of the types of personal information that we may hold about them and what we do with that information.

Personal data means any information capable of identifying an individual. It does not include anonymised data.

### Handling of personal information

Personal information is collected by Green Shoots Education Support in order that the most appropriate support can be given to meet your child's needs.

Any information given to us, either verbally or in writing, regarding your child or your family, will be treated as confidential. Green Shoots Education Support is registered with the Information Commissioner's Office (ICO) and we are aware of our responsibilities under The Data Protection Act 2018 which is the UK implementation of General Data Protection Regulations (GDPR).

During the course of our working relationship you may also find out information about my family and myself. I would expect you to respect my family's confidentiality and not share this information with other parties.

## Personal Information we may hold:

- Communication data that includes any communication that you send to us whether that be through email, text, social media messaging, social media posting or any other communication method.
- Client data such as your name, title, billing address, email address, telephone number, contact details, family history which may include medical history.
- Pupil data such as their name, date of birth, developmental history, medical history. Assessment data and reports, records of tutoring sessions, feedback reports, pupil's own work, school and professional reports.

## Storage of personal information

All personal information will be stored as securely as possible. Electronic documents are stored on a password protected cloud-based drive. Paper documents are stored in a locked file. Information will not be available to anyone other than those working on behalf of Green Shoots Education Support. Portable electronic devices which hold personal information such as contact numbers will always be password protected to avoid unintentional access by others.

## Data retention

Personal data and records about your child will only be kept for as long as is necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements.

Anything that doesn't need to be kept will be deleted from electronic systems or shredded. In some circumstances we may anonymise data in which case we may use this information indefinitely without further notice to you.

- Contact numbers stored on a mobile phone along with any text or voice messages will be deleted on request or after a period of 12 months following cessation of provision of services.
- Anything relating to safeguarding, accidents or incidents must by law be held until the child reaches 21 years and 3 months of age.
- Contacts, consent forms, information sheets, emails, invoices and payment information will be held for seven years.
- Reviews / recommendations you provide will be kept indefinitely.

### Sharing of personal information

There may be occasions where it would be helpful to share information and/or reports with relevant professionals in order for your child to receive appropriate support. Consent will always be gained before discussion with other professionals and before information or reports are shared. We will, however, divulge confidential information if there appears to be a safeguarding issue that affects a child's welfare and/or safety.

### Queries, requests or concerns

If you have any questions about our handling of personal data or would like to know what data is held about you or your child, then please contact Ann Drewitt at [admin@greenshootseducation.co.uk](mailto:admin@greenshootseducation.co.uk)