CHANCERY MULTI ACADEMY TRUST

Privacy Notice for Parents and Carers

Last Reviewed: November 2026
Next Review: November 2027

Introduction

Under UK data protection law, individuals have a right to be informed about how we collect and use their personal information. This privacy notice explains how and why the Trust collects, stores and uses personal information relating to parents, carers and other individuals with parental responsibility for children attending schools within the Trust.

The Trust is the data controller for the personal information we process, unless otherwise stated.

The Categories of Personal Information We Process

We may collect, store and use the following categories of personal information:

Personal and Contact Details

- Name
- Home address
- Email addresses
- Telephone numbers
- Emergency contact details
- Relationship to the child
- Details of parental responsibility arrangements

Communication Information

- Records of correspondence with the school or Trust
- Emails and letters
- Notes of meetings and telephone calls
- Parent consultation records
- Communication preferences

Pupil-Related Information

Where necessary to support educational provision and safeguarding, we may hold information concerning:

- Family circumstances
- Household composition
- Court orders affecting a child
- Collection arrangements
- Contact restrictions
- Consent records

Financial Information

Where parents make payments to the school or Trust, we may process:

- Payment records
- Transaction references
- School meal payment information
- Educational visit payment information
- Voluntary contribution records

We do not normally hold full payment card details.

Visitor and Site Security Information

- Visitor sign-in records
- Access control records
- CCTV images
- Vehicle details where recorded
- Incident reports

Digital Services Information

Where parents use Trust systems, we may process:

- Parent portal account details
- Online form submissions
- Parent communication platform records
- Website enquiry information

Special Category Personal Data

In certain circumstances, the Trust may process Special Category Personal Data relating to parents and carers. This may include:

- Health information
- Disability information
- Ethnicity information

- Religious beliefs where voluntarily provided
- Information relevant to safeguarding or welfare concerns

We may also receive information from previous schools, local authorities, health professionals and other organisations working with children and families.

Why We Collect and Use This Information

We collect and use personal information to:

- Support a child's education and wellbeing.
- Communicate effectively with parents and carers.
- Maintain accurate pupil records.
- Meet safeguarding obligations.
- Manage admissions and school attendance.
- Administer educational visits and activities.
- Process payments and services.
- Arrange meetings and consultations.
- Respond to enquiries, concerns and complaints.
- Fulfil legal and regulatory obligations.
- Protect the safety and security of pupils, staff and visitors.
- Investigate incidents where necessary.
- Support equality, diversity and inclusion monitoring.

Our Lawful Basis for Processing

We process personal information under one or more of the following lawful bases under Article 6 of the UK GDPR:

Legal Obligation

Processing necessary to comply with legal requirements, including:

- Education legislation
- Safeguarding legislation
- Health and safety requirements
- Financial and accounting obligations

Public Task

Processing necessary for the performance of a task carried out in the public interest and in the exercise of official authority vested in educational establishments.

Consent

Where consent is required, for example:

- Certain photographs and media use
- Specific communications
- Certain optional activities

Consent may be withdrawn at any time.

Vital Interests

Where processing is necessary to protect an individual's life or wellbeing.

Legitimate Interests

In limited circumstances, where processing is necessary for legitimate organisational purposes and does not override individual rights and freedoms.

Processing Special Category Data

Where the Trust processes Special Category Personal Data, it does so in accordance with Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018.

This may include processing necessary for:

- Safeguarding children and vulnerable individuals.
- Health and safety purposes.
- Equality monitoring.
- Provision of educational services.
- Reasons of substantial public interest.
- Legal claims and regulatory requirements.

How We Collect Information

Most information is obtained directly from parents and carers through:

- Admissions processes
- Registration forms
- Data collection sheets
- Consent forms
- Parent portal systems
- Correspondence and meetings

- Educational visit documentation
- Online forms and surveys

Information may also be received from:

- Local authorities
- Previous schools
- Government agencies
- Health professionals
- Social care services
- Other organisations working with children and families where appropriate and lawful.

Who We Share Information With

Where necessary and lawful, information may be shared with:

- Schools within the Trust
- Local Authorities
- The Department for Education
- Ofsted
- Social care services
- Health services
- Educational support services
- Examination bodies
- Professional advisers
- Auditors
- ICT and communication service providers
- Law enforcement agencies
- Courts and tribunals
- Other organisations where required by law

Information is only shared where there is a lawful basis to do so.

Why We Share Information

We may share personal information to:

- Support children's education and welfare.
- Safeguard children and vulnerable individuals.
- Meet statutory duties.
- Manage admissions and transfers.
- Access appropriate support services.
- Administer educational visits and activities.
- Ensure continuity of educational provision.

- Respond to legal or regulatory requirements.

All information sharing is undertaken in accordance with data protection legislation.

Storing and Retaining Information

The Trust takes the security of personal information seriously and has implemented appropriate technical and organisational measures to protect information against:

- Unauthorised access
- Loss
- Alteration
- Disclosure
- Destruction

Personal information is retained only for as long as necessary and in accordance with:

- The Trust Records Retention Schedule
- Statutory requirements
- Safeguarding requirements
- Financial and audit obligations

When information is no longer required, it is securely destroyed or deleted.

International Transfers

Where personal information is transferred outside the United Kingdom, we will ensure appropriate safeguards are in place in accordance with UK data protection legislation.

This may include:

- UK adequacy regulations
- International Data Transfer Agreements
- Other approved transfer mechanisms

CCTV, Site Security and Digital Systems

The Trust operates a range of systems to support safeguarding, site security and effective communication.

These may include:

- CCTV systems
- Visitor management systems
- Access control systems
- Parent communication platforms
- Parent portals
- School websites
- Microsoft 365 services
- Online safeguarding and security systems

Information generated by these systems may be processed where necessary for safeguarding, security, operational management and legal compliance.

Separate privacy information may be provided for specific systems where appropriate.

Your Rights

Under data protection legislation, parents and carers have the right to:

- Be informed about how their information is used.
- Request access to their personal information.
- Request correction of inaccurate information.
- Request erasure of personal information in certain circumstances.
- Request restriction of processing.
- Object to processing in certain circumstances.
- Request transfer of information where applicable.
- Withdraw consent where processing is based on consent.
- Challenge decisions made solely by automated means (where applicable).

Not all rights apply in every circumstance and some exemptions may apply.

Subject Access Requests

Requests for access to personal information, often referred to as Subject Access Requests, should be made to the Trust's Data Protection Officer.

Complaints

If you have concerns about how we use your personal information, please contact the Trust's Data Protection Officer in the first instance.

You also have the right to complain to the:

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

Website: www.ico.org.uk
Telephone: 0303 123 1113

Data Protection Officer Contact Details

Jenny Whiston
dpo@chancerytrust.co.uk
