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**Data Protection Impact Assessment**

**(MyConcern)**

*As a Christian school our vision is to promote ‘Life in All its Fullness.’ Our ethos is based on our 12 Christian values of hope, honesty, patience, joy, forgiveness, tolerance, thankfulness, respect, kindness, friendship, gentleness and love. It is within the vision and the ethos that this policy is written and will be implemented.*

Date issued: January 2021

Review date: January 2022

# Data Protection Impact Assessment (MyConcern)

Holly Hill School operates a cloud-based system or ‘hosted solution’ for it’s safeguarding needs, called MyConcern. Access to MyConcern is restricted and through the internet.

Resources are retrieved from MyConcern via the Internet, through a web-based application, as opposed to a direct connection to a server at the school. As such Holly Hill School must consider the privacy implications of such a system. The Data Protection Impact Assessment is a systematic process for identifying and addressing privacy issues and considers the future consequences for privacy of a current or proposed action.

Holly Hill School recognises that using a ‘hosted solution’ has a number of implications, and recognises the need to have a good overview of its data information flow.

The Data Protection Impact Assessment looks at the wider context of privacy taking into account Data Protection Law and the Human Rights Act. It considers the need for a cloud based system and the impact it may have on individual privacy.

The school needs to know where the data is stored, how it can be transferred and what access possibilities the school has to its data. The location of the server is important to determine applicable law. The school will need to satisfy its responsibilities in determining whether the security measures the cloud provider has taken are sufficient, and that the rights of the data subject under the GDPR is satisfied by the school.

Holly Hill School aims to undertake a review of this Data Protection Impact Assessment on an annual basis. A Data Protection Impact Assessment will typically consist of the following key steps:

1. Identify the need for a DPIA.
2. Describe the information flow.
3. Identify data protection and related risks.
4. Identify data protection solutions to reduce or eliminate the risks.
5. Sign off the outcomes of the DPIA.

## Step 1: Identify the need for a DPIA

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| Explain broadly what project aims to achieve and what type of processing it involves. You may find it helpful to refer or link to other documents, such as a project proposal. Summarise why you identified the need for a DPIA.  |
| **What is the aim of the project?** – My Concern is a software system which enables the recording and sharing of safeguarding information, including attendance and behavioural information of children and families at our school. The system is capable of being connected to other computer systems for the purpose of sharing data between systems to make users’ experience better, for example SIMS pupil database. Software components within MyConcern can extract the required information from the school’s management information system and transfer it securely and in a uniform format to the desired location in MyConcern.  By using MyConcern the school will address these issues.  <https://www.myconcern.co.uk/our-privacy-policy/> The system will be accessed internally only by restricted members of staff, with unique logins. Information will be shared only as appropriate with parents, teachers, teaching assistants and relevant outside agencies.  MyConcern is a hosted system which means that all updates, maintenance and management can be performed in a central location by One Team Logic Ltd *(the owners of MyConcern)*.  The platform enables Holly Hill School to improve their management of child safeguarding Information, including attendance and behavioural information, whilst reducing staff time, paperwork and administration.  The platform enables Holly Hill School to centralise the data, share information with parents and carers by improving the level of granularity of data and relevant agencies. A meeting held with relevant parties can all be recorded on the system, in a safe, secure and searchable method.  Recording sensitive pupil information electronically is password protected which will help mitigate against the risk of a data breach with the appropriate controls in place.    |

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| Holly Hill School will undertake the following processes:  1. Collecting personal data
2. Recording and organizing personal data
3. Storing personal data
4. Copying personal data
5. Retrieving personal data
6. Deleting personal data

 By opting for MyConcern the school aims to achieve the following:  1. Management of sensitive pupil information in one place
2. Security and integrity of sensitive data through a secure document vault
3. Storage of information electronically rather than manually
4. Recording information and building a chronology around the pupil
5. Providing bespoke reports for difference audiences, e.g. Parents or agencies 6. Identifying trends and patterns
6. Ability to add information from staff across the school
7. Secure access across all devices wherever the setting

 Cloud based systems enable the school to upload documents and other files to a hosted site to share with others within school. These files can then be accessed securely from a PC in the school.  MyConcern cannot do anything with the school’s data unless they have been instructed by the school. The schools Privacy Notice will be updated accordingly.  The school is the data controller and One Team Logic Ltd is the data processor.  Holly Hill School has included MyConcern within its Information Asset Register, held in the GDPR folder with the DPO.   |

## Step 2: Describe the processing

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| **Describe the nature of the processing:** how will you collect, use, store and delete data? What is the source of the data? Will you be sharing data with anyone? You might find it useful to refer to a flow diagram or other way of describing data flows. What types of processing identified as likely high risk are involved?  |
|  The Privacy Notices (pupil) for the school provides the legitimate basis of why the school collects pupil data. Specifically, this relates to health and safety and safeguarding of vulnerable groups. MyConcern will be specifically referenced in the school’s Privacy Notice (pupil).  **How will you collect, use, store and delete data?** – MyConcern collects information from pupil records, Special Educational Needs (SEN) records, Education Health Care Plans (EHCP). Personal data concerning health is included which under data protection law is considered special category data. A manual export of information is required from the schools Management Information System (SIMS) which is then uploaded via a secure transfer method to the platform’s portal. The information will be stored in the platform. The information is retained according to the school’s Data Retention Policy.  **What is the source of the data? –** Safeguarding records,SENCO records, Education Health and Care Plans, Pupil Records held on SIMS.  **Will you be sharing data with anyone?** – Holly Hill School may share information with the Designated Safeguarding Leads, Safeguarding and SEND professionals including the SENCo, Headteacher, Senior Leadership Team (SLT), Governors, Ofsted and local authority professionals. However, Holly Hill School does not provide access to the third parties.  **What types of processing identified as likely high risk are involved?** – The information is transferred securely from the school to the server which is hosted remotely on a server within the United Kingdom. Access to information on MyConcern is controlled through passwords and access controls.   |

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| **Describe the scope of the processing:** what is the nature of the data, and does it include special category or criminal offence data? How much data will you be collecting and using? How often? How long will you keep it? How many individuals are affected? What geographical area does it cover?  |
| **What is the nature of the data?** – Pupil data relates to the name of the child, date of birth, gender and class group. Data also includes middle name and Unique Pupil Number (UPN). MyConcern contains electronic records of the work of the School in identifying Safeguarding, SEND needs, monitoring progress and outcomes.  **Special Category data?** – Data revealing medical details is collected by the school and contained in MyConcern. It may also include safeguarding, SEND and behaviour information. The lawful basis for collecting this information relates to Article 9 2 (g) *processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.*  **How much data is collected and used and how often?** – Personal details relating to pupils are obtained from our Management System (SIMS). Additional content is obtained from classroom/teacher observation/agency partners.  One Team Logic will only collect and process data, including special category data, on behalf of the school that is necessary for the performance of MyConcern. Special category may be entered directly into MyConcern by the school or it may be electronically transferred into MyConcern.  **How long will you keep the data for?** – The school follows the good practice in terms of data retention as set out in the IRMS Information Management Toolkit for Schools and also as set out within the school’s Records Management Policy.  Special category data is transferred to the receiving school as part of the pupil record. This is signed for by the receiving school, or acknowledged via My Concern. This is then kept by the receiving school from DOB of the child + 25 years then reviewed. MyConcern will allow export of the data from the platform which can then be shared with the receiving school as part of the pupil transfer process.  **Scope of data obtained?** – The scope of data will include the following: name of pupil, date of birth, age, gender, home address, phone number, e-mail address, location data, online identifier, UPN, SEN, first language, photograph of the pupil (management information system), year group, registration group/class/house/division, contact details for the pupil’s home address and mobile number, names and contact details for parents/guardians, database IDs for siblings within the same school, flags to indicate whether the pupil is  |

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| disabled, medical condition, pupil premium, free school meals, and in care flags. Behaviour. Racial and ethnic origin. Religious belief. Physical or mental health or condition, biometric or genetic data.  The geographical area covered is from pre school to Year 6 pupils.   |
| **Describe the context of the processing:** what is the nature of your relationship with the individuals? How much control will they have? Would they expect you to use their data in this way? Do they include children or other vulnerable groups? Are there prior concerns over this type of processing or security flaws? Is it novel in any way? What is the current state of technology in this area? Are there any current issues of public concern that you should factor in? Are you signed up to any approved code of conduct or certification scheme (once any have been approved)?  |
| **What is the nature of your relationship with the individuals?** – Holly Hill School collects and processes personal data relating to its pupils to ensure the school provides education to its students with teaching staff delivering the National Curriculum.  Through the Privacy Notice (Pupil) Holly Hill School is committed to being transparent about how it collects and uses data and to meeting its data protection obligation.  **How much control will they have?** – Not all staff will have access to safeguarding and SEND and behaviour information. MyConcern restricts access so that only designated staff see information that is relevant to them. Access to the data held on MyConcern will be controlled by username and password. The platform will be used internally only from devices based within the school. Access to the platform can be revoked at any time.  **Do they include children or other vulnerable groups?** – All of the data will relate to children. The information will relate to safeguarding and SEND and behaviour information and ways to assist those children’s individual needs.  **What are the risks?**  |

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|   | **ISSUE:** MyConcern will be storing personal data **RISK:** There is a risk of unauthorized access to information by third parties **MITIGATING ACTION:** One Team Logic hold Cyber Essentials Plus’ certification, against which they are independently audited on an annual basis. Part of this audit involves external penetration testing of our own network and systems to prove that data is held securely  One Team Logic will not have access to personal data held on the server unless access is specifically granted and authorised by the school  Furthermore, personal data held within the database (data at rest) is encrypted and therefore not in a human-readable format, even to a database administrator who may have direct access to the database tables held on the servers used to host MyConcern  |
|    | **ISSUE**: Transfer of data between the school and the cloud. **RISK:** Risk of compromise and unlawful access when personal data is transferred. **MITIGATING ACTION:** One Team Logic Ltd use technical and organisational measures in accordance with good industry practice to safeguard the schools personal data, including the use of data encryption When personal data is transmitted between the school and MyConcern across a network, and when it is stored on the server, it will be encrypted using appropriate encryption algorithms  |
|    | **ISSUE:** Use of third party sub processors? **RISK:** Non compliance with the requirements under GDPR **MITIGATING ACTION:** One Team Logic will not engage another data processor for carrying out any processing activities in respect of the personal data without the data controller’s (the schools) prior written consent and, if such consent is given, only provided if the other data processor agrees to be bound by the same terms as under the One Team Logic’s data sharing agreement and remains liable for the acts of its subcontractors as if they were its own **ISSUE:** Understanding the cloud based solution chosen where data processing/storage premises are shared? **RISK:** The potential of information leakage **MITIGATING ACTION:** Data is stored in UK secure Data Centres, with backups as standard. All MyConcern data is stored and processed only within the UK |

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|    | **ISSUE:** Cloud solution and the geographical location of where the data is stored **RISK:** Within the EU, the physical location of the cloud is a decisive factor to determine which privacy rules apply. However, in other areas other regulations may apply which may not be Data Protection Law compliant **MITIGATING ACTION:** In operating the MyConcern website it will only transfer data that is collected from the data controller to secure data centres in the UK for processing and storing According to the data sharing agreement One Team Logic will not transfer any personal data to any country outside the United Kingdom or to any international organisation without the school’s prior written consent and, if consent is given, then only strictly in accordance with the schools instructions  For EU Data Controllers, data held outside of the EEA shall be subject to contracted Model Clauses as defined in the OTL-SD44 Brexit Schedule – Standard Contractual Clauses  |
|    | **ISSUE:** The right to be informed; the right of access; the right of rectification; the right to erasure; the right to restrict processing; the right to data portability; the right to object **RISK:** The school is unable to exercise the rights of the individual **MITIGATING ACTION:** MyConcern Privacy Policy states the various legal rights of the data subject to their personal data and that if those rights wished to be exercised then this should be made in writing providing enough information to identify the data subject in order for MyConcern to respond to the request  |
|   |  **ISSUE:** Implementing data retention effectively in the cloud **RISK:** GDPR non-compliance **MITIGATING ACTION:** The school is responsible for adding and deleting data from the MyConcern platform, the arrangements for storing and archiving retained data will be agreed in advance with the school. Additionally, MyConcern Privacy Policy states that it will only keep personal data for as long as is needed and for the purposes set out in the policy; it is the school’s responsibility to inform One team Logic should they need to make changes  Within the data sharing agreement it states unless requested to delete, return or transfer data by the data controller, One Team Logic will archive/store data in accordance with the MyConcern Data Deletion Policy, which at all times complies with all Applicable Laws On receipt of a request to delete or return Protected Data, One Team Logic will send to the data controller (school) confirmation in writing   |

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|  | One Team Logic shall, if the customer (the school) confirms its request in writing, either delete or return all the protected data to the customer in such form as the customer reasonably requests within a reasonable time after the earlier of for example; termination or expiry of the contract, end of the provision of relevant services related to processing, or processing is no longer required in respect to the fulfillment of the contract  |
|    | **ISSUE:** Responding to a data breach **RISK:** GDPR non-compliance **MITIGATING ACTION:** In respect of any personal data breach involving personal data, One Team Logic without undue delay upon discovering such breach notify the school of the data breach  The school will recognize the need to define in their contract with One Team Logic Ltd a breach event and procedures for notifying the school and the school managing it  |
|    | **ISSUE:** Data is not backed up **RISK:** GDPR non-compliance **MITIGATING ACTION:** Data is stored in UK secure Data Centres, with backups as standard. All MyConcern data is stored and processed only within the UK  |
|    | **ISSUE:** Leaving EU 31 December 2021**RISK:** GDPR non-compliance **MITIGATING ACTION:** Data is stored in UK secure Data Centres, with backups as standard. All MyConcern data is stored and processed only within the UK  |
|    | **ISSUE:** Subject Access Requests **RISK:** The school must be able to retrieve the data in a structured format to provide the information to the data subject **MITIGATING ACTION:** MyConcern Privacy Policy states the various legal rights of the data subject to their personal data and that if those rights wished to be exercised then this should be made in writing providing enough information to identify the data subject in order for MyConcern to respond to the request  |
|     | **ISSUE:** Data Ownership **RISK:** GDPR non-compliance **MITIGATING ACTION:** As Data Controller the school maintains ownership of the data. One Team Logic is the data processor As data processor, One Team Logic will only process personal data on the instructions from the data controller (the school) and its nominated authorised user(s)   |

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|  | As data processor One Team Logic will comply with security obligations equivalent to those imposed on the data controller itself  |
|    | **ISSUE:** Cloud Architecture **RISK:** The school needs to familiarise itself with the underlying technologies the cloud provider uses and the implications these technologies have on security safeguards and protection of the personal data stored in the cloud **MITIGATING ACTION:** Data is stored in UK secure Data Centres, with backups as standard. All MyConcern data is stored and processed only within the UK  |
|    | **ISSUE:** GDPR Training **RISK:** GDPR non-compliance **MITIGATING ACTION:** Appropriate training is undertaken by personnel that have access to MyConcern  |
|            | **ISSUE:** Security of Privacy **RISK:** GDPR non-compliance **MITIGATING ACTION:** One Team Logic Ltd is registered with the UK Information Commissioner’s Office both as a data processor for our customers’ data and as a data controller for our own company’s data  One Team Logic Ltd have attained two specific accreditations for information management. ISO27001 requires One Team Logic Ltd is required to comply with 114 individual controls covering every aspect of information management and security One Team Logic Ltd also hold the UK Government’s ‘Cyber Essentials Plus’ certification, against which they are independently audited on an annual basis. Part of this audit involves external penetration testing of our own network and systems to prove that data is held securely One Team Logic will ensure that all One Team Logic personnel processing personal data are subject to a binding written contractual obligation with the data controller to keep the personal data confidential   |
| **Describe the purposes of the processing:** what do you want to achieve? What is the intended effect on individuals? What are the benefits of the processing – for you, and more broadly?  |
| The school moving to a cloud-based solution will realise the following benefits:  1. Management of sensitive pupil information in one place
2. Security and integrity of sensitive data through a secure document vault
3. Storage of information electronically rather than manually
4. Recording information and building a chronology around the pupil
5. Providing bespoke reports for different audiences, e.g. Parents or agencies 6. Identifying trends and patterns
6. Ability to add information from staff across the school
7. Secure access across all devices wherever the setting

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## Step 3: Consultation process

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| **Consider how to consult with relevant stakeholders:** describe when and how you will seek individuals’ views – or justify why it’s not appropriate to do so. Who else do you need to involve within your organisation? Do you need to ask your processors to assist? Do you plan to consult information security experts, or any other experts?  |
|  Holly Hill already uses MyConcern, so a consultation process is not required.      |

## Step 4: Assess necessity and proportionaly

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|  **Describe compliance and proportionality measures**The lawful basis for processing personal data is contained in the school’s Privacy Notice (Pupil). The lawful basis includes the following:  * Health and Safety at Work Act
* Keeping Children Safe in Education
* Safeguarding Vulnerable Groups Act
* Working together to Safeguard Children Guidelines (DfE)

 The school has a Subject Access Request procedure in place to ensure compliance with Data Protection Law  MyConcern will enable the school to uphold the rights of the data subject; the right to be informed; the right of access; the right of rectification; the right to erasure; the right to restrict processing; the right to data portability; the right to object; and the right not to be subject to automated decision-making; these rights will be exercised according to safeguarding considerations.  The school will continue to be compliant with its Data Protection Policy.                  |

## Step 5: Identify and assess risks

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| **Describe source of risk and nature of potential impact on individuals.** Include associated compliance and corporate risksas necessary.  | **Likelihood of harm** Remote, possible or probable  | **Severity of harm** Minimal, significant or severe   | **Overall risk** Low, medium or high  |
| * Data transfer; data could be compromised
* Asset protection and resilience
* Data Breaches
* Subject Access Request
* Upholding rights of data subject
* Data Retention
 |  Possible  Possible  Possible  Probable  Probable  Probable  | Severe  Significant  Significant  Significant  Significant  Significant  | Medium  Medium  Medium  Medium  Medium  Medium  |

## Step 6: Identify measures to reduce risk

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| **Identify additional measures you could take to reduce or eliminate risks identified as medium or high risk in step 5**  |
| **Risk**  | **Options to reduce or eliminate risk**  | **Effect on risk**  | **Residual risk**  | **Measure approved**  |
|  Data Transfer   Asset protection & resilience  Data Breaches   Subject Access Request  Upholding rights of data subject  Data Retention  | Secure network, end to end encryption  Data Centre based in the UK   Documented in contract and owned by school   Technical capability to satisfy data subject access request   Technical capability to satisfy rights of data subject  Implementing school data retention periods as outlined in the IRMS Information Management Toolkit for Schools  | Reduced   Reduced   Reduced   Reduced    Reduced   Reduced  | Medium   Medium  Low   Low   Low   Low  | Yes   Yes  Yes   Yes   Yes   Yes  |

## Step 7: Sign off and record outcomes

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| **Item**  | **Name/date**  | **Notes**  |
| DPO  | Accepted  | 28 January 2021 |