

Privacy notice for parents and carers

Kings Academy Trust



Effective from

1 September 2026

Next review

September 2027, or earlier if processing changes

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1. Introduction

This privacy notice explains how Kings Academy Trust collects and uses personal information about parents, carers and other adults with parental responsibility or regular responsibility for a pupil. It applies across the Trust and its academies unless a more specific notice is provided at the point of collection.

Kings Academy Trust is the data controller. We process personal information under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

The Trust's Data Protection Officer is Satswana and can be contacted at admin@satswana.com.

This notice concerns personal information about the parent or carer. Information about the pupil is subject to the Trust's pupil privacy notice and age-appropriate privacy information provided by the relevant academy.

2. Personal information we use

- name, address, email address, telephone numbers, relationship to the pupil, parental-responsibility status and communication preferences
- family circumstances, emergency contacts, languages and accessibility or communication requirements
- court orders, contact restrictions, safeguarding information and professional involvement relevant to the child
- correspondence, attendance-related communications, meetings, consent choices and complaints
- payment, catering, club, trip and transaction records
- account and activity information from parent portals, messaging, learning and payment platforms
- photographs, video, audio and CCTV images where the parent or carer is recorded
- health or disability information about the parent or carer where needed for safety or accessibility.

3. Why we use it

- communicate about the pupil's education, attendance, attainment, behaviour, welfare and support
- respond to emergencies, safeguarding concerns, court orders and contact arrangements
- manage admissions, attendance, exclusions, complaints and other statutory education processes
- provide school meals, trips, clubs, payments, parent portals and communications services
- run events and keep parents informed about academy and Trust operations
- protect pupils, visitors, staff, premises, networks and information
- meet legal, regulatory, audit and record-keeping duties.

4. Lawful bases

- Article 6(1)(c), legal obligation: education, attendance, safeguarding, equality, health and safety, court and financial requirements
- Article 6(1)(e), public task: processing necessary to provide education, safeguard pupils and carry out the Trust's official functions
- Article 6(1)(b), contract: optional paid services, clubs, trips or facilities where processing is necessary for the agreement with you
- Article 6(1)(d), vital interests: processing necessary to protect someone's life
- Article 6(1)(f), legitimate interests: organisational security, fraud prevention and non-statutory communications where this is not an official public task and your rights do not override the interest
- Article 6(1)(a), consent: genuinely optional uses such as certain marketing communications or photographs. You may withdraw consent at any time.

5. Special category and criminal offence data

Some information needs additional protection under data protection law. The special category data we may use includes:

- health, disability and accessibility information
- information revealing racial or ethnic origin, religion or other protected characteristics where relevant to support or equality monitoring.

We use this information only where it is necessary for the purposes described in this notice and where we have both an Article 6 lawful basis and an Article 9 condition. Depending on the purpose, the Article 9 conditions we rely on are:

- Article 9(2)(g): substantial public interest supported by an applicable DPA 2018 Schedule 1 condition, including safeguarding, equality and preventing unlawful acts
- Article 9(2)(h): health or social-care purposes where the required confidentiality safeguards apply
- Article 9(2)(f): establishing, exercising or defending legal claims
- Article 9(2)(a): explicit consent where appropriate.

Photographs and ordinary CCTV images are personal data but are not automatically special category data. They become biometric special category data only if they are technically processed to uniquely identify a person.

Where we use information about criminal convictions or offences, including relevant DBS information, we do so under Article 10 UK GDPR and an applicable condition in Schedule 1 of the Data Protection Act 2018. This will normally relate to employment, safeguarding, preventing fraud or protecting children and other vulnerable people. Where required, the Trust maintains an Appropriate Policy Document.

6. How we collect information

We collect information from you through registration and contact forms, correspondence, meetings, parent portals, payment systems, consent forms, complaints and other academy processes. We will explain whether information is mandatory and the consequences of not providing it.

We may also receive information from the pupil, other family members, previous or future schools, local authorities, courts, police, health and social-care professionals, safeguarding partners, government departments and contracted service providers.

7. Retention and security

We usually keep core parent and carer information while the pupil attends a Trust academy and afterwards for the periods set out in the Data Retention Schedule.

The exact period depends on the type of record. We apply the Trust's Data Retention Schedule, taking account of statutory record-keeping duties, safeguarding requirements, financial and audit rules, limitation periods, regulatory guidance and whether information is needed to establish, exercise or defend legal claims. Different periods apply to contact records, safeguarding and court information, complaints, payments, consents, communications, platform accounts and CCTV. A record connected to a safeguarding matter, dispute or legal claim may be retained longer than routine contact information.

We use appropriate technical and organisational measures to protect personal information against accidental loss, unauthorised access, alteration or disclosure. Access is limited to people who need the information for their role. Information is securely deleted or destroyed when it is no longer required.

A copy of the relevant retention schedule or further information about a particular retention period is available from the Data Protection Officer.

8. Sharing and international transfers

Where necessary and lawful, we may share parent and carer information with:

- the relevant academy, other Trust academies and schools attended by the pupil
- the Department for Education, local authorities, Ofsted and other education bodies
- health, social-care, safeguarding, youth-support and emergency services
- courts, police and other bodies with lawful powers
- payment, catering, communications, parent-portal, learning, IT, records-management and security providers, including services such as ParentPay, SchoolMoney and ClassDojo where used
- auditors, insurers, professional advisers, charities and organisations providing pupil or family support.

Contact information may form part of statutory pupil data collections shared with the Department for Education or local authority. The pupil privacy notice provides further detail about those collections.

International transfers

Some service providers may store or allow access to personal information outside the UK. Before making a restricted transfer, we check that UK adequacy regulations apply, or put in place an appropriate safeguard such as the UK International Data Transfer Agreement or UK Addendum and complete the required data protection test. We use an Article 49 exception only where the law permits. Contact the Data Protection Officer for information about the safeguard used for a particular service.

9. Your data protection rights

Depending on the circumstances and the lawful basis being used, you may have the right to:

- be informed about how we use your personal information
- ask for access to the personal information we hold about you
- ask us to correct inaccurate or incomplete information
- ask us to erase information or restrict its use in certain circumstances
- object to processing in certain circumstances, including direct marketing
- receive information in a portable format where the right to data portability applies
- withdraw consent at any time where consent is our lawful basis, without affecting earlier lawful processing
- ask for safeguards and human involvement where a significant decision is made solely by automated means
- complain to us and to the Information Commissioner's Office.

These rights are not absolute. For example, erasure does not normally apply where we must keep information to comply with a legal obligation or perform a public task. We will explain any restriction that applies when responding to a request.

To exercise a right, contact the Data Protection Officer or the Trust's Data Protection Lead using the details in section 12. We may ask for information needed to confirm identity and locate the relevant records.

10. Automated decision-making and profiling

The Trust does not currently make decisions about you based solely on automated processing where the decision has a legal or similarly significant effect. Digital and artificial-intelligence tools may support administrative work, but accountable staff remain responsible for significant decisions.

If this changes, we will update the relevant privacy information before the processing begins and explain the logic involved, likely effects and safeguards, including how to obtain human intervention and challenge a decision.

11. Data protection complaints

You can make a data protection complaint by emailing admin@satswana.com or ddonnelly@kingsacademytrust.co.uk, or by writing to the Trust at the address in section 12. Please describe the issue and the outcome you are seeking.

We will acknowledge receipt within 30 days. Without undue delay, we will make appropriate enquiries, keep you informed where an investigation is continuing, and tell you the outcome and any action taken.

You may also complain to the Information Commissioner's Office. The ICO can be contacted on 0303 123 1113 or through <https://ico.org.uk/make-a-complaint/>. The ICO's postal address is Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

12. Contact us

Kings Academy Trust, City Approach 1, Albert Street, Eccles, M30 0BG

Data Protection Officer: Satswana — admin@satswana.com

Data Protection Lead: David Donnelly — ddonnelly@kingsacademytrust.co.uk