

Derbyshire Services for Schools

Privacy Notice

May 2018 V 1.0

Derbyshire Services for Schools – Privacy Notice

Derbyshire County Council is committed to protecting your personal data, and ensuring it is processed fairly and lawfully. Information you provide to Derbyshire County Council will be processed in accordance with the General Data Protection Regulation 2016, Data Protection Act 2018 and subsequent legislation.

Derbyshire Services for Schools is designed to offer Derbyshire County Council's traded and discretionary services, products and training to schools and academies through a single website.

It's important that we are transparent about the data we collect about you, how it is used and with whom it is shared.

1. Derbyshire Services for Schools

The Derbyshire Services for Schools system is provided by a third party, Frontline Data and is managed by Derbyshire County Council. The system allows registered users to purchase traded services on behalf of their school or academy, view and book training courses for school and academy staff and governors and access help, resources, news articles and service updates.

Users can contact service providers through the system and leave feedback. Staff members can be booked onto training courses without the need to register as a user.

2. Purpose of processing

The information provided will only be processed for the purpose of trading activities for Schools, Academies and EYFS (Early Years Foundation Stage) settings.

Data will not be processed for any other purpose. The legal basis for processing is to deliver traded services contracts and training to Schools, Academies and EYFS settings. Derbyshire

Services for Schools will only request data necessary to the purchasing, performance and delivery of traded service contracts and training.

3. Data Controller

Derbyshire County Council's Traded Services team is the Data Controller of all personal data provided to, collected by or for, or processed in connection with Derbyshire Services for Schools.

The collection, use and sharing of your personal data is subject to this Privacy Policy (which includes our Cookie Policy and other documents referenced in this Privacy Policy) and updates.

4. What Information will be collected?

4.1 Site users

To create an account on the Derbyshire Services for Schools website, you need to provide your name, job title, place of employment and email address. Your user account will then be linked to the School, Academy or EYFS setting in which you work.

Depending on your job role, you will be provided with a specific level of access to the site. For example, **Headteachers** are given full access, allowing them to add items to a shopping basket *and* make a purchase, while **Governors** receive read-only access. Access rights for users can be amended on request by the school or academy headteacher.

4.2 Training delegates

If you are attending a training course booked through the Derbyshire Services for Schools system, then you or your employer will need to submit your name, job role, place of work and an email address to secure your place.

Delegates do not need to create a password, or access the site after booking onto a course.

4.3 Posting and uploading

We collect personal data from you when you provide, post or upload it to the Derbyshire Services for Schools system, such as when you respond to a questionnaire or provide special requirement information in relation to training bookings.

4.4 Service use

We log usage data when you visit or otherwise use our Services, such as when you click on content (e.g. resources, news stories) or make a purchase or booking.

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When someone visits www.derbyshire.gov.uk/services we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

4.5 Messages and Notifications

We collect information about you when you send, receive, or engage with messages in connection with our Services. For example, if you send a message to a service provider, we will track the message trail to ensure you receive a satisfactory response.

5. Why do we collect this data?

5.1 Purchasing

Your data will be used to help you make purchases. For example, providing your job role information will allow you to purchase relevant training courses.

5.2 Communication

Our service allows you to stay informed about traded services activities from Derbyshire County Council. When you log-on to the site, we will use your data to tailor news content to your requirements.

5.3 User Messages and Newsletters

We will contact you through email (including e-mail newsletters), messages posted to your Derbyshire Services for Schools inbox and other ways to let you know about the traded services products, news and issues you're interested in.

As a site user, you will receive messages about changes to the Derbyshire Services for Schools website or news relating to packages, services or training you have purchased.

You can also opt into receiving our newsletter, alerting you to new offers, services or training opportunities available from Derbyshire County Council via the Derbyshire Services for Schools website.

You can opt out of receiving this newsletter at any time, by accessing **My Profile** once you have logged onto the Services for Schools site.

Marketing newsletter communication covers the following categories, and only relates to products, services and training available to through the Derbyshire Services for Schools website:

-  **Behaviour and Safety**
-  **Education Improvement**
-  **Financial, Legal and Insurance**
-  **Learning Outside the Classroom**
-  **Premises Management**
-  **School Support**
-  **Teaching and Learning**

5.4 Automated User Notifications

Derbyshire Services for Schools Users will receive automated notifications via email alerting you to purchases and training bookings made by you or your school or academy, messages from providers and service and training updates.

5.5 Delegate Messages and Notifications

Delegates booked onto training courses will only receive messages and notifications about the course they are due to attend.

5.6 Managing user communications and notifications

You may change your communications preferences at any time using the My Profile tool on the Derbyshire Services for Schools website.

Please be aware that you cannot opt-out of receiving service messages from us, including newsletter updates regarding the site and services you have purchased, security and legal notices.

5.7 Developing services and research

We use data, including feedback and survey results to conduct research and development for the further development of our Services in order to provide you and others with a better, more intuitive and personalised experience and develop an improved range of traded services.

Surveys and training evaluations are carried out via our Service or through a third-party system supplied by Snap Surveys. You are not obligated to respond to polls or surveys.

Derbyshire County Council remains the Data Controller of all data submitted via surveys and questionnaires and your data is managed and stored in accordance with this Privacy Statement.

5.8 Customer support

We use the data (which can include your communications) to investigate, respond to and resolve complaints and Service issues (e.g., bugs).

6. Who will your information be shared with?

Your personal data is only visible and shared with Derbyshire Services for Schools System Administrators and is only used in relation to purchasing and site activities.

Traded Service providers can access purchase history data relating to their service(s), contracts, products or training.

Frontline Data staff (who provide the Derbyshire Services for Schools page) can also access your data as site Administrators.

Frontline Data and Derbyshire Services for Schools System Administrators are obligated not to disclose or use personal information for purposes other than those relating to trading and purchasing.

Derbyshire County Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of crime. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Public Sector Audit Appointments Ltd, National Audit Office, Financial Reporting Council, Cabinet Office, the Department for Work and Pensions, and other local authorities, HM Revenue and Customs, and the Police.

7. What happens if you do not provide information?

To access the full version of the site and access all traded service functionality you need to provide basic user information so that we can create your user account.

Only site users with the correct level of access can purchase items on behalf of their school, academy or EYFS setting.

Your personal data is only visible and shared with Derbyshire Services for Schools System Administrators and is only used in relation to purchasing and site activities.

Traded Service providers can access purchase history data relating to their service(s), contracts, products or training.

8. How will your information be kept secure

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Derbyshire County Council is committed to protecting personal data and has policies and procedures in place to ensure it is safeguarded.

We implement security safeguards designed to protect your data and, alongside Frontline Data, monitor our systems for possible vulnerabilities and attacks. However, we cannot warrant the security of any information that you send us. There is no guarantee that data may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards

Traded information is stored on the secure, password protected Derbyshire Services for Schools system.

Access to the Derbyshire Services for Schools system is limited to named site administrators. Administrators only have access relevant to their role or traded service.

All information exported for the Derbyshire Services for Schools system (e.g. purchasing reports) is stored in secure network locations and is subject to the relevant document retention schedule.

9. Your rights and obligations

9.1 Data retention

We retain your personal data while your account is active or as needed to provide you Services. This includes data you or others provided to us.

We will retain your information and keep your user account open until you decide to close your account.

After a period of one year inactivity or on notification of termination of employment, your user profile will be suspended.

9.2 Your rights to access and control your personal data

We provide many choices about the collection and use of your data. You can request the following in relation to your personal data:

- 🗑️ **Delete Data** – you can ask us to erase and delete all or some of your personal data held by the system (e.g. if it's no longer necessary to provide services to you).

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- 🔒 **Change or Correct Data** - You can edit some of your personal data through your account. You can also ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.
- 🔒 **Object to, or Limit or Restrict, Use of Data** - You can ask us to stop using all or some of your personal data (e.g., if we have no legal right to keep using it) or to limit our use of it (e.g., if your personal data is inaccurate or unlawfully held).
- 🔒 **Right to Access and/or Take Your Data** - You can ask us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form.

9.3 Account closure

If you choose to cancel your access to the Derbyshire Services for Schools system, your personal data will generally stop being visible to others within 24 hours.

We retain your personal data after you have closed your account if reasonably necessary to comply with our trading obligations, legal obligations (including law enforcement requests), meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse.

For example, if you make a purchase on behalf of your school, this information will be retained in the school purchase history.

10. Who to contact for further information

If you have any questions, comments or complaints about this policy, please contact the Derbyshire Services for Schools traded services team:

Email: services4schools@derbyshire.gov.uk

Tel: 01629 538191

Postal Address: Room 402, County Hall, Smedley Street, Matlock, Derbyshire, DE4 3AG

Alternatively, you can contact Derbyshire County Council's designated data protection officer at GDPR@derbyshire.gov.uk

Full information about Derbyshire County Councils GDPR responsibilities can be found [here](#).