



## HILLINGDON PRIMARY SCHOOL

*Learning and Achieving Together*

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Dear Parent/Carers,

### Introducing eSafe

We hope you and your families are keeping safe and well. As you will be aware, we have been providing learning online for your children through the Google classroom platform with great success. We are planning to enhance our 'Virtual School' offer even more this year to ensure all children can continue to access good quality learning, particularly during any localised lock down or any periods of self isolation. Leaders and teachers are working together across the Elliot Foundation Academy Trust, using Google as a learning tool to build an exciting and long term online platform to continue to enhance learning for all children.

With the increased time children are spending online in school and at home, the Trust has been looking at ways to further improve children's safety in this digital environment. Last academic year, representatives from each academy within the Trust investigated different types of software designed to monitor children's safe use of the internet. The Trust has chosen software called eSafe, which will be installed across all Elliot Foundation academies during the autumn term, beginning at the end of September.

eSafe monitors devices which are logged into the school account, whether it is on a school or home device. We will be explaining how eSafe works to all pupils in an age appropriate way and teaching them the importance of logging out of their school account after they have used it at school and at home. The presentation attached to this letter gives you more detail around what eSafe does and how it works. Additional information can also be found on eSafe's website: [www.esafeglobal.com](http://www.esafeglobal.com), and our own school website.

We have updated our Pupil Privacy Policy, which explains how we collect, store and use personal data about pupils, to include the use by pupils of their school provided email address and resulting online activity. A copy is attached to this letter for your reference, and is also available on the school website.

If you have any questions please do not hesitate to contact the school, via email at the main address above, detailing the nature of your queries, and someone will be in contact to talk these through.

Yours sincerely,

Ann Bowen-Breslin  
Principal



A member of the Elliot Foundation Academy Trust

# Keeping children safe online at the Elliot Foundation Academy Trust (TEFAT)



# What are we changing?

- The Elliot Foundation Academies Trust (TEFAT) has a responsibility to keep children safe both in our schools and online
- TEFAT is implementing a system called eSafe to help us keep children and staff safe online
- 'Be safe' ... on your school account, on a school or home device



# Why do we need eSafe?

- TEFAT are using computers more and more to deliver learning online, both within the school and at home
- eSafe are experts in managing online safeguarding risks in school environments. They currently work across 1,500 schools in the UK helping to keep children safe in the digital world.
- eSafe have been selected to work with the Trust after a review of online safeguarding products available to schools



# What do we mean by online safeguarding risk?

- Online safeguarding risks fall into three main areas:-
  - **Content:** limiting children's exposure to illegal, inappropriate or harmful material
  - **Contact:** protecting children from being subjected to harmful online interaction with other users
  - **Conduct:** monitoring personal online behaviour that increases the likelihood of, or causes harm



# What is eSafe – how does it work?

- eSafe detects, reviews, assesses and escalates safeguarding risks
- It does this by raising an alert when a TEFAT school account is used inappropriately
- The incident is analysed by eSafe’s safeguarding specialists and then links into the school’s safeguarding process, if appropriate



# What will be flagged by eSafe – what is considered inappropriate use?

- eSafe will flag activity on a TEFAT school account in the following areas: -
  - Illegal behaviour
  - Bullying
  - Mental health
  - Racism
  - Pornography
  - Child sexual exploitation
  - Profanities and vulgarities



# What devices does eSafe work on?

- If a child is logged on to their school Google account on any device (personal or school owned), eSafe will monitor usage to flag any safeguarding concerns
- Children must log off from their school Google account after use to deactivate eSafe monitoring





# How do I know if my child is logged into their school account and eSafe is active?



- If a child is logged on to their school Google account on any device (personal or school owned) the eSafe logo as shown above will appear in the top bar on the screen
- If the eSafe logo is visible it shows that eSafe **is** monitoring use
- Ensure your child logs out of their school account after use in the usual way



If you have any eSafe questions please email  
these to

[hillprimary@hillingdonprimaryschool.org.uk](mailto:hillprimary@hillingdonprimaryschool.org.uk)

and a member of staff will be in contact.

If you would further support regarding logging  
on and off from your school account please  
ask your school.





## Privacy Notice for Parents and Carers (Use of your child's personal data including eSafe monitoring )



Under the General Data Protection Regulation (GDPR) individuals have a right to be informed about how we use any personal data that we hold about them. As an academy within The Elliot Foundation Academy Trust we comply with this right by providing a Privacy Notice to individuals where we are processing their personal data.

For the purposes of data protection law The Elliot Foundation Academy Trust is the 'data controller'. The Data Protection Officer for the trust, who oversees how we collect, use, share and protect your information, is Jem Shuttleworth ([jem.shuttleworth@elliottfoundation.co.uk](mailto:jem.shuttleworth@elliottfoundation.co.uk)).

For the purposes of data protection law we, Hillingdon Primary School, are the 'data processor'. Our Local Compliance Officer, who works with staff in the school to process and protect your data, is Nahbila Sher, School Business Leader.

This Privacy Notice explains how we collect, store and use personal data about pupils. Appendix A also includes specific information relating to the pupils' use of their school provided email address and resulting online activity.

### **Categories of pupil information that we process include, but are not restricted to:**

1. Personal identifiers, contacts and characteristics (such as names, unique pupil number, contact details and address)
2. Characteristics (such as ethnicity, language and free school meal / pupil premium eligibility)
3. Safeguarding and child protection information (such as court orders and professional involvement)
4. Special educational needs (such as professional involvement, care packages, plans and support providers)
5. Medical and administration (such as doctors information, child physical and mental health, dental health, allergies, medication and dietary requirements)
6. Attendance (such as sessions attended, number of absences, absence reasons and any previous schools or settings attended)
7. Assessment and attainment (such as results of internal and externally set tests and teacher judgements)
8. Behavioural information (such as reports, exclusions and any support put in place)
9. Personal data, as detailed in Appendix A, captured through the monitoring of a pupil's school provided email address and resulting online activity.

### **GDPR specifically defines 'special category' as data relating, but not restricted, to:**

1. Racial or ethnic origin
2. Political opinions
3. Religious or philosophical beliefs
4. Health

Within our school we also process some sensitive information about our pupils that is not identified as 'special category'. However we consider it appropriate to treat such information with the same care.

We may also hold data about pupils that we have received from other organisations, including other schools, local authorities and the Department for Education.

## **Online systems that we use to process pupil information:**

We use a variety of online systems to support the day-to-day running of the academy, pupil assessment and behaviour strategies. Access for staff to these systems is determined by their role and whether they have a recognised need to access the information.

The systems listed below all hold and process personal pupil information.

1. ScholarPack - used for the day-to-day running of the academy and primarily holds pupil information
2. Google Drive - a cloud based service that allows users to store and share files
3. School Secure Shared Drives - used for staff work and reports
4. ParentPay - used for online payments for trips and extra curricular activities

## **CCTV system that we use:**

We operate a CCTV system. This system is in operation 24 hours per day and runs on a 21 day loop. CCTV is in place to support security of the academy site. The system operated by the academy has no recording facility and the images taken are overwritten after 21 days. The system is monitored by ADL Security Services Ltd. If you require any further information regarding the CCTV system in operation, please contact the Local Compliance Officer.

## **Why we collect and use personal data:**

We only collect and use pupils' personal data when the law allows us to.

We obtain pupil information via registration forms / medication forms / Common Transfer Files from previous schools / outside agencies as applicable / Child Protection Plans. We do this at the start of each academic year and as is required throughout the academic year.

While the majority of information we collect about pupils is mandatory, there is some information that can be provided voluntarily. Whenever we seek to collect information from you we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying.

Most commonly, we collect and process this pupil information where we need to perform an official task in the public interest and / or we need to comply with a legal obligation.

1. To protect and keep safe all pupils
2. To provide appropriate pastoral care
3. To support pupil learning
4. To monitor and report on pupil attainment and progress
5. To met the statutory duties placed upon us
6. To assess the quality of our services

Less commonly, we may also process pupils' personal data in situations where we have obtained consent to use it in a certain way and / or we need to protect the individual's vital interests (or someone else's interests).

Some of the reasons listed above overlap and there may be several grounds which justify our use of this data.

Where we have obtained consent to use pupils' personal data this consent can be withdrawn at any time. We will make this clear when we ask for consent, and explain how consent can be withdrawn.

We share news items on social media to celebrate pupil and academy achievements. Consent for sharing of images/videos and names of pupils on social media is sought from parents in advance. Consent for sharing these images may be withdrawn at any time. Parents are invited to follow the academy twitter and youtube accounts but do this through their own choice. These social media accounts are not for marketing purposes, and are solely to communicate news and celebrations. Parents can withdraw from the academy twitter feed and youtube account at any time by clicking 'unfollow'.

### **How we store this data:**

We keep personal information about pupils securely for the duration of time they are on-roll. The pupil files are then transferred to the pupil's next education setting (either to the next primary school or the pupil's secondary school).

However, specific pupil information is retained if the pupil has been involved with a Child Protection concern, an accident or incident or has identified Special Educational Needs. In these cases, personal pupil information is held securely for 25 years from the birth date of the pupil.

The Elliot Foundation Academy Trust Records Management and Retention Policy can be found on the trust website and sets out further information about how long we keep information about pupils.

### **Who we share this data with:**

We do not share information about pupils with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required or necessary (and it complies with data protection law) we may share personal information about pupils with:

1. Schools that the pupils attend after leaving the academy
2. Our Local Authority - London Borough of Hillingdon
3. Examining Bodies and our regulator, Ofsted
4. The Department for Education (DfE)
5. National Health Service (NHS) and their commissioned health services
6. Child and Adolescent Mental Health Service (CAMHS)
7. London Borough of Hillingdon SEN/Inclusion Support Services
8. London Borough of Hillingdon SEN services (where the pupil resides in London Borough of Hillingdon)
9. Social Services and other social welfare organisations
10. The Elliot Foundation Academies Trust
11. Police forces, courts and tribunals
12. Trip locations (such as swimming pools etc) to support accessibility and health and safety
13. Suppliers and service providers to enable them to provide the service we, or the trust, have contracted them for

### **The National Pupil Database**

We are required to provide information about pupils to the Department for Education as part of statutory data collections such as the school census.

Some of this information is then stored in the National Pupil Database (NPD) which is owned and managed by the Department and provides evidence on school performance to inform research.

The database is held electronically so it can easily be turned into statistics. The information is securely collected from a range of sources including schools, local authorities and exam boards.

The Department may share information from the NPD with other organisations which promote children's education or wellbeing in England. Such organisations must agree to strict terms and conditions about how they will use the data.

For more information please contact the Department - <https://www.gov.uk/contact-dfe>

### **Requesting access to your child's personal information:**

Individuals have a right to make a 'subject access request' (SAR) to gain access to personal information that the school holds about them.

Parents/carers can make a request with respect to your child's data where the child is not considered mature enough to understand their rights over their own data (usually under the age of 12).

If you make a SAR, and if we do hold information about your child, we will:

1. Give you a description of it
2. Tell you why we are holding and processing it, and how long we will keep it for
3. Explain where we got it from, if not from you or your child
4. Tell you who it has been, or will be, shared with
5. Let you know whether any automated decision-making (by a computer or machine, rather than by a person) is being applied to the data, and any consequences of this
6. Give you a copy of the information in an intelligible form

To make a request for your child's personal information, or be given access to your child's educational record, please contact Nahbila Sher (Local Compliance Officer).

SARs must be made in writing and a template is available on the trust website. If you cannot make a request in writing, please contact the Local Compliance Officer as they will be able to support you with making a request.

We will not charge for carrying out a SAR unless the request is 'excessive' or a copy of information that has already been given. SARs may take up to one month to action.

### **Other rights:**

Under GDPR individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

1. Object to the use of personal data if likely to cause, or is causing, damage or distress
2. Prevent processing for the purpose of direct marketing
3. Object to decisions being taken by automated means
4. In certain circumstances, have inaccurate personal information rectified, blocked, erased or destroyed
5. Claim compensation for damages caused by a breach of the General Data Protection Regulations

To exercise any of these rights please contact the Data Protection Officer for the trust - [jem.shuttleworth@elliottfoundation.co.uk](mailto:jem.shuttleworth@elliottfoundation.co.uk)

**Complaints:**

As a school, and as part of The Elliot Foundation Academies Trust, we take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with the Local Compliance Officer in the first instance.

To make a formal complaint please contact the Data Protection Officer for the trust.

**Contact us:**

If you have any questions, concerns or would like more information about anything mentioned in this Privacy Notice, please contact Nahbila Sher, the Local Compliance Officer on [nsher@hillingdonprimaryschool.org.uk](mailto:nsher@hillingdonprimaryschool.org.uk) or 01895 590087.

## **APPENDIX A - eSafe Specific GDPR Privacy Notice**

This appendix explains how we collect, store and use personal data about pupils specifically in relation to the use by pupils of their school provided email address and resulting online activity. It must be read in conjunction with the main Pupil Privacy Notice.

### **The purpose for processing:**

To monitor user's activity in the digital environment, through the email provided by their school, in order to detect and alert markers of risk to safety, welfare and well being.

### **The lawful basis for processing:**

Schools are legally required to comply with statutory obligations regarding safeguarding and child protection. As such, schools and The Elliot Foundation Academies Trust is able to rely on -

1. Article 6 (1) (c) of the GDPR - processing is necessary for compliance with a legal obligation to which the controller is subject. Specifically statutory duties as outlined in Keeping Children Safe In Education and the Prevent Duty
2. Schedule 1, Part 2, Paragraph 18 of the Data Protection Act 2018 - processing special category data for the purpose of safeguarding children and individuals at risk

Personal data is only processed when necessary to provide the agreed service as laid out in the formal Monitoring Services Agreement between eSafe and The Elliot Foundation Academies Trust. The agreed service is designed to detect the early warning signs of safeguarding risk as defined by the Department for Education through Keeping Children Safe in Education.

### **The categories of personal data obtained:**

1. User login ID
2. Date and time stamp of when an incident occurs
3. ID of the device that the user was logged into at the point the incident occurred
4. Screenshot of the user's screen at the moment the incident occurred, this may include details of attempts to access potentially illegal content
5. Information about a user's health including mental health such as self harm / suicide risk
6. Information about a user's political opinions where there is a suspicion that those opinions may be extreme or concerning

eSafe will only capture user activity where a marker of suspected inappropriate activity or behaviour, which may impact the welfare and wellbeing of an individual or is illegal, is detected. eSafe does not record all user activity nor capture details of apparently benign activity.

eSafe does not record the name of the user. User login IDs are assigned by the school and it is the responsibility of the school to ensure that all documentation that links user login IDs to individuals is held securely and treated confidentially.

eSafe monitoring of user activity is mandatory for all those with a school provided email address.

### **How eSafe store this personal data:**

1. All recorded data is held on dedicated servers located in an ISO 27001 accredited data centre
2. The data centre is based in the UK and only accessible by authorised eSafe employees, based in the UK. Data will never be exported outside the UK



3. No permission is ever granted to anyone outside of the UK to access any of the data hosted on eSafe servers
4. All eSafe Behaviour Analysts operate from a UK based, physically secure, ISO 27001 accredited laboratory

### **The retention periods for this personal data:**

1. eSafe will retain screenshots and reports for 6 months from the date of an incident
2. The Elliot Foundation Academies Trust will retain screenshots / reports for 6 months from the date of an incident
3. The Elliot Foundation Academies Trust will retain reports from subsequent investigation for no longer than is necessary to support any ongoing process including, but not limited to, criminal proceedings
4. The Elliot Foundation Academies Trust retains data about pupils in line with statutory timeframes and no longer than is necessary

### **Who we share this data with:**

We do not share information about your child with any third party unless the law and our policies allow us to do so.

Where it is legally required or necessary in response to a cause for concern (and it complies with data protection law) we may share this personal information about your child with:

1. Police forces, courts and tribunals
2. National Health Service
3. Local Authority identified departments

### **Requesting access to your child's personal information - eSafe specific:**

To make a request for this personal information please contact the Data Protection Officer for the Trust, Jem Shuttleworth. SARs for this data must be made in writing. If you cannot make a request in writing, please contact Jem for support with making a request.

### **Additional Information**

Please see the main body of the Privacy Notice for further guidance and information relating to

- Requesting access to your child's personal information;
- Other rights;
- Complaints; and
- Contact information.