

## **Parent and Pupil survey data use policy**

As part of our ongoing commitment to providing the highest quality education and support for every child, we periodically gather feedback from all pupils, parents and carers across our primary and secondary schools. Pupil and parent/ carer views are essential in helping leaders understand what is working well and where further improvements can be made.

The information collected through these surveys will be specifically used to inform school improvement planning, enhance provision for pupils and strengthen communication and partnership between home and school. By pupils and parents/carers sharing their experience, they are directly contributing to the continued development and success of our schools.

### **1. Purpose of This Policy**

This policy sets out how pupil and parent/carers survey data may be lawfully used by school leaders.

Adherence to this policy ensures compliance with UK GDPR and the Data Protection Act 2018 and should be applied in conjunction with the Trusts suite of Data Protection related policies and procedures:

- Data Protection,
- Acceptable Use of IT Systems
- Information and Cyber Security
- Data Retention
- Data Breach procedure
- Subject Access Request Procedure

Our approach to processing all personal data received via our pupil and parent/carers surveys and upholding individual's data protection rights are detailed in the Pupil and Parent Privacy Notices (available on School/Trust Websites).

### **2. Purpose and permitted use of data**

Personal data collected via the pupil and parent surveys includes:

- Parent name, email address and home postcode (Parent survey only)
- Pupil name, date of birth and school attending
- Pupil and Parent scores and any comments they wish to provide

Headteachers/ Trust leaders may only use survey data in an aggregated form and for the specific purpose(s) that it was intended:

- **Strategic Improvement and Planning** – informing school development plans and reporting to Governors on all matters including those relating to pupil safety, bullying or wellbeing and to inform preventative measures and staff training.

- **Enhancing the provision for pupils** – identifying strengths and areas for development in teaching, curriculum and support services.
- **Strengthening communications and partnerships** between pupils, parents, and school.
- **Trust wide benchmarking**

Survey response data must not be used for any other purpose unless there are **safeguarding concerns** identified.

When completing the survey, pupils and parents are reminded that it is not intended as a mechanism to capture any immediate or safeguarding concerns, and they should continue to raise such matters directly with school via normal communication channels. If, however, school leaders identify any such concerns being raised via the survey responses, they **must** take all necessary action in line with this Policy and school Safeguarding Policy and procedures. This includes using individual personal data to:

- Escalate individual safeguarding disclosures to the Designated Safeguarding Lead (DSL) immediately. **Sensitivity must be applied when survey data is used for this purpose.**

### 3. Lawful basis for processing

The lawful basis for collecting and processing the pupil and parent survey responses is:

- **Public Task**  
Schools have a duty to obtain pupil and parent feedback regarding matters such as communication, behaviour, SEND, inclusion, bullying and safeguarding.
- **Legal obligation**  
Whilst the survey is not intended as a mechanism to capture immediate issues or safeguarding concerns, any concerns raised via the survey will be processed under our Statutory duties to safeguard pupils.
- **Legitimate interest**  
Matching parents with pupils to enable collective trend analysis such as for disadvantaged groups etc.
- **Security and access**  
Headteachers/ Trust leaders are responsible for ensuring the security of all survey data.

All individual survey responses **must** remain confidential, always kept secure and only accessed by authorised members of staff (senior leaders). Data should be analysed at an aggregate level, rather than on an individual parent/ pupil basis.

### 4. Data Sharing

Data **must not** be shared with any other parties either internally or externally to the Trust, except where there is a legal obligation or under Trust approved protocols.

## 5. Retention period

Individual parent and pupil survey data will be held whilst the pupil remains on roll within a Trust school. Upon the pupil leaving, all personal data must be anonymised.

## 6. Pupil and parent's rights:

Pupils and parents have the following rights relating to their survey data:

- **Access** - survey data may be requested as part of a Subject Access Request
- **Correction** – if incorrect data is submitted, participants have the right to request data to be corrected.
- **Objection** – participants have the right to request that their data is no longer processed. Where this is the case, personal data should be anonymised, exceptions may apply however where safeguarding matters are raised.
- **Erasure** - participants have the right to request their personal data is deleted. Where this is the case, personal data should be anonymised, exceptions may apply however where safeguarding matters are raised.
- **Raise concerns with school/trust or the ICO** – participants have the right to raise a complaint regarding the processing of their personal data with school/ the Trust in the first instance. Should they remain dissatisfied, they have the right to raise this with the ICO.

## 7. Queries

Any queries relating to the secure use of survey data should be raised with the Chief Standards Officer and/or the Trust Data Protection Officer (DPO).

## 8. Policy Review

This policy should be reviewed periodically in line with any changes to legislation or Trust operating practices, or as a minimum, every two years.