



Applicant Information Pack

Kitchen Assistant

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About us

We are a group of skilled and experienced school leaders and teachers of pupils with Special Educational Needs. Our expertise and roles have included leading and managing outstanding SEMH, MLD, SLD and ASD schools, behaviour consultancy, reintegration programme development and extensive multi-agency working.

We feel passionately about providing the best education for pupils with complex social, emotional and mental health needs, autistic spectrum disorder and/or cognitive and learning difficulties. We believe this can be achieved through a personalised and therapeutic approach

Ethos

We enable pupils to access a curriculum that does not follow the prescriptive model, but that focuses on independence and offers a personalised education, rooted in social, emotional and physical development. This enables the very best achievement for our pupils, both personally and academically.

In addition to offering tailored, individual pupil support to a much greater degree than can be offered in a traditional school, we are a community in which every aspect is built around a therapeutic ethos and centred around the needs of each individual child.

MISSION STATEMENT

Our aim is to provide innovative and enjoyable education, therapy and early intervention for pupils, enabling them to become independent, happy, positive and valuable members of society.

Important Information

Hopedale School is committed to safeguarding and promoting the welfare of children. All applicants must be willing to undergo child protection screening appropriate to the post, including checks with current and past employers and the Disclosure and Barring Service. If your application is successful then your experiences and skills will be assessed against the relevant job description during the interview process along with your motivation to working with children.

If you are short-listed for interview, you will be asked to complete a 'Self disclosure of Convictions' form and 'Childcare Disqualification' disclosure. Prior to your interview we carry out an online search as part of our safer recruitment processes

At interview stage you will be asked to provide evidence of your identity and proof you have a Right to Work in the UK.

Some important and useful documents for you to read are available on our website;

Lavender Field School - <https://www.lavenderfieldschool.co.uk/policies>

Poppy Field School - <https://www.poppyfieldschool.co.uk/policies>

We ask all candidates to familiarise themselves with our;

- **Child Protection and Safeguarding Policy – available on our website**
- **Privacy notice - attached.**

Other useful documents include;

- **School Prospectus**
- **School Ofsted Report**

Application Process

Application Form

- Fully complete the application form
- Provide an explanation for any gaps in employment
- References: Provide full contact details for a senior manager or the HR Department for 2 references, these should be your most recent employer
- Provide a detailed supporting statement.

Interview

- Suitable applicants will be invited to attend an interview
- If you are short-listed for interview, you will be asked to complete a 'Self disclosure of Convictions' form and 'Childcare Disqualification' disclosure
- Prior to your interview we carry out an online search as part of our safer recruitment processes
- At interview stage you will be asked to provide proof you have a Right to Work in the UK.

Successful Candidates

- Pre-employment checks are carried out for all successful candidates; including
 - Enhanced DBS with Children's Barred List Check
 - Prohibition from Teacher Check
 - S128 Check (where relevant)
 - Employment references
 - Health Declaration
- All successful candidates are asked to undertake mandatory e-learning before employment commences.
- Successful candidates must be able to provide evidence of identity including a birth certificate and evidence of changes of name.

Induction & Probation Period

- All new staff take part in a thorough induction programme
- This includes online, in person and on-the-job training
- All our staff undergo a 6-month probation period

About the Role

Job Title: Kitchen Assistant
Location: Poppy Field School, 18 Lugsdale Road, Widnes, WA8 6DH
Hours: 12.5 Hours per week
Actual hours to be confirmed
Contract: Permanent, term-time only
Salary: National Minimum Wage

ROLE

The role will suit an experienced, enthusiastic, pro-active and motivated, hands on Kitchen Assistant to provide support to our catering service. Good understanding of traditional home cooked meals, must be reliable & fully competent in all aspects of kitchen duties, with the ability to provide cover for the school cook in their absence.

KEY RESPONSIBILITIES AND DUTIES

1. Food preparation and cooking in line with all Food Hygiene, Health and Safety legislation and procedures
2. Service delivery to the children and employees
3. Setting up and clearing away service points and dining equipment and furniture.
4. Washing up and clearing up spillages
5. Cleaning kitchen, dining area, access areas, furniture and equipment in line with our Cleaning Systems
6. Other general kitchen related duties as directed.
7. When suitable and where risk assessed be willing and able to work alongside children on occasion in completing routine tasks.

General responsibilities and duties

1. Be a member of a team of professionals, providing therapeutic care and support to children
2. Ensure the emotional and physical wellbeing of all the children by meeting their needs in line with the National Minimum Care Standards and the policies and procedures.
3. Ensure that the dignity of all children in residence is upheld.
4. Work with team members to achieve a warm, familial, therapeutic atmosphere within the home and school
5. Be alert to signs of distress or abuse, and to ensure that residents and staff are kept informed
6. Be sensitive to the needs of individual children, taking account of race, culture, language and religion
7. Actively promote and celebrate diversity
8. Work within the Ethos; promoting and working towards our shared vision
9. Any other reasonable tasks deemed appropriate by the company



CODE OF CONDUCT

REVIEWED 19TH APRIL 2024
RATIFIED 7TH MAY 2024

REGULATIONS

Part 4: Suitability of staff, supply staff and proprietors

TO BE READ IN CONJUNCTION WITH:

Child Protection and Safeguarding Policy, Online Safety Policy, Disciplinary and Grievance Policies, Whistleblowing Policy, Gift Receiving Policy

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1. Aims, scope and principles

This policy aims to set and maintain standards of conduct that we expect all staff to follow.

By creating this policy, we aim to ensure our school is an environment where everyone is safe, happy and treated with respect.

Many of the principles in this code of conduct are based on the **Teachers' Standards**.

School staff have an influential position in the school and will act as role models for pupils by consistently demonstrating high standards of behaviour.

We expect that all teachers will act in accordance with the personal and professional behaviours set out in the Teachers' Standards.

We expect all support staff, senior leaders, critical friends, proprietors and volunteers to also act with personal and professional integrity, respecting the safety and wellbeing of others.

Our schools provide a therapeutic and caring learning environment for children. All pupils and staff at school will be respected and protected from harm. We are committed to the welfare of all children and staff in our care and have a comprehensive safeguarding policy and procedure.

This Code of Conduct demonstrates school's commitment to Safeguarding and sets out what is expected in relation to the personal conduct of all staff

Failure to follow the code of conduct may result in disciplinary action being taken, as set out in our staff disciplinary procedures.

Please note that this code of conduct is not exhaustive. If situations arise that are not covered by this code, staff will use their professional judgement and act in the best interests of the school and its pupils.

2. Legislation and guidance

In line with the statutory safeguarding guidance **Keeping Children Safe in Education**, we should have a staff code of conduct, which should cover low-level concerns, allegations against staff and whistle-blowing, as well as acceptable use of technologies (including the use of mobile devices), staff/pupil relationships and communications, including the use of social media.

3. General obligations

Staff set an example to pupils. They will:

- Maintain high standards in their attendance and punctuality
- Never use inappropriate or offensive language in school
- Listen and support children and vulnerable people at all times, all children placed at school have the right:
 - to be heard
 - to be treated with dignity and worth
 - to have appropriate education
 - to be protected from harm
- Show tolerance and respect for the rights of others at all times
- Do not promise to keep secrets and do not ask anyone else to do so
- Maintain confidentiality (i.e. Only share private and sensitive information about a child or young person when it is in their best interests to do so e.g. if there is a safeguarding concern or disclosure)
- Always be aware of your position of trust
- Maintain appropriate professional boundaries and do not display any behaviour that may be misinterpreted by others
- Not undermine fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs
- Not express personal beliefs in a way that exploits pupils' vulnerability or might lead them to break the law
- Ensure that you do not express partisan views, ensuring that views are debated in a respectful and balanced manner

- Ensure that behaviour is beyond reproach at all times, the school will not tolerate the use of sarcasm, insensitive or belittling comments or behaviour of any description. All behaviour management techniques must be in-line with the school's behaviour policy
- Not consume alcohol or illegal drugs / substances during the working day and should ensure that their performance is not impaired by alcohol or drugs/substances (whether illegal or not). This includes alcohol or drugs/substances consumed prior to starting work.
- Understand the statutory frameworks they must act within
- Adhere to the Teachers' Standards
- Adhere to the school's policy on the use of communications, technologies, including the use of mobile phones, cameras or webcams, the internet and social networking etc.
- Take positive measures to counter discrimination; it is our policy to embrace the principles of "equality". All members of the staff team will operate within the framework of this policy

4. Safeguarding

Staff have a duty to safeguard pupils from harm, and to report any concerns they have. This includes physical, emotional and sexual abuse, and neglect.

All staff will discuss with a member of the SMT any relationship / association (in or out of school or online) that may have implications for the safeguarding of children in schools.

Staff have a duty to make school aware of any circumstances or relationships that may have implications on the safeguarding of children. **This duty extends to the behaviours of professional colleagues or any other adult within the school environment whose interactions with pupils causes a low level of concern, unease, or uncertainty as to the appropriateness of their behaviour**

Staff will familiarise themselves with our child protection and safeguarding policy and procedures, and the Prevent initiative, and ensure they are aware of the processes to follow if they have concerns about a child.

Our child protection and safeguarding policy and procedures are available from the school office, in the policies section on the website and internal staff server. New staff will also be given copies during the recruitment process.

4.1 Allegations that may meet the harm threshold

This section applies to all cases in which it is alleged that anyone working in the school, including a supply teacher, volunteer or contractor, has:

- Behaved in a way that has harmed a child, or may have harmed a child, and/or
- Possibly committed a criminal offence against or related to a child, and/or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children, and/or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children – this includes behaviour taking place inside or outside of school

We will deal with any such allegation quickly and in a fair and consistent way that provides effective child protection while also supporting the individual who is the subject of the allegation.

A 'case manager' will lead any investigation. This will be the head of school, or the chair of critical friends where the head of school is the subject of the allegation.

4.2 Low-level concerns about members of staff

A low-level concern is a behaviour towards a child by a member of staff that does not meet the harm threshold, is inconsistent with the staff code of conduct, and may be as simple as causing a sense of unease or a 'nagging doubt'. For example, this may include:

- Being over-friendly with children
- Having favourites

- Taking photographs of children on a personal device
- Engaging in 1-to-1 activities where they can't easily be seen
- Humiliating pupils

Low-level concerns can include inappropriate conduct inside and outside of work.

All staff should share any low-level concerns they have using the reporting procedures set out in our child protection and safeguarding policy. We also encourage staff to self-refer if they find themselves in a situation that could be misinterpreted. If staff are not sure whether behaviour would be deemed a low-level concern, we encourage staff to report it.

All reports will be handled in a responsive, sensitive and proportionate way.

Unprofessional behaviour will be addressed, and the staff member supported to correct it, at an early stage.

This creates and embeds a culture of openness, trust and transparency in which our values and expected behaviour are constantly lived, monitored and reinforced by all staff, while minimising the risk of abuse.

Reporting and responding to low-level concerns is covered in more detail in our child protection and safeguarding policy. This is available from the school office, in the policies section on the website and internal staff server.

Our procedures for dealing with allegations will be applied with common sense and judgement.

4.3 Whistle-blowing

Whistle-blowing reports wrongdoing that it is “in the public interest” to report. Examples linked to safeguarding include:

- Pupils’ or staff members’ health and safety being put in danger
- Failure to comply with a legal obligation or statutory requirement
- Attempts to cover up the above, or any other wrongdoing in the public interest

Staff are encouraged to report suspected wrongdoing as soon as possible. Their concerns will be taken seriously and investigated, and their confidentiality will be respected.

Staff should consider the examples above when deciding whether their concern is of a whistle-blowing nature. Consider whether the incident(s) was illegal, breached statutory or school procedures, put people in danger or was an attempt to cover any such activity up.

Staff should report their concern to the head of school. If the concern is about the head of school or it is believed they may be involved in the wrongdoing in some way, the staff member should report their concern to the chair of the critical friends, Paul Davies.

Concerns should be made in writing wherever possible. They should include names of those committing wrongdoing, dates, places and as much evidence and context as possible. Staff raising a concern should also include details of any personal interest in the matter.

For our school’s detailed whistle-blowing process, please refer to our whistle-blowing policy.

5. Staff-pupil relationships

Staff will observe proper boundaries with pupils that are appropriate to their professional position. They will act in a fair and transparent way that would not lead anyone to reasonably assume they are not doing so.

If staff members and pupils must spend time on a one-to-one basis, staff will ensure that:

- This takes place in a public place that others can access
- Others can see into the room
- A colleague or line manager knows this is taking place

Staff should avoid contact with pupils outside of school hours if possible. The school prohibits social contact with children and young people, unless known prior to admission

Personal contact details should not be exchanged between staff and pupils. This includes social media profiles.

While we are aware many pupils and their parents may wish to give gifts to staff, for example, at the end of the school year, gifts from staff to pupils are not acceptable.

If a staff member is concerned at any point that an interaction between themselves and a pupil may be misinterpreted, or if a staff member is concerned at any point about a fellow staff member and a pupil, this should be reported in line with the procedures set out in our child protection and safeguarding policy.

6. Communication and social media

School staff's social media profiles should not be available to pupils. If they have a personal profile on social media sites, they should not use their full name, as pupils may be able to find them. Staff should consider using a first and middle name instead, and set public profiles to private.

Staff should not attempt to contact pupils or their parents via social media, or any other means outside school, in order to develop any sort of relationship. They will not make any efforts to find pupils' or parents' social media profiles.

Staff will ensure that they do not post any images online that identify children who are pupils at the school without their consent.

Staff should be aware of the school's online safety policy

7. Acceptable use of technology

Staff will not use technology in school or belonging to the school to view material that is illegal, inappropriate or likely to be deemed offensive. This includes, but is not limited to, sending obscene emails, gambling and viewing pornography or other inappropriate content.

Staff will not use personal mobile phones and laptops, or school equipment for personal use, in school hours or in front of pupils. They will also not use personal mobile phones or cameras to take pictures of pupils.

Personal mobile phones must not be kept on the staff member during the school day, these should either be left in the main office for safekeeping during the day or left in the staff member's car unless otherwise agreed by a member of the senior leadership team.

We have the right to monitor emails and internet use on the school IT system.

Staff will ensure that they comply with the school online safety and mobile phone policies at all times

8. Confidentiality

In the course of their role, members of staff are often privy to sensitive and confidential information about the school, staff, pupils and their parents.

This information should never be:

- Disclosed to anyone unless required by law or with consent from the relevant party or parties
- Used to humiliate, embarrass or blackmail others
- Used for a purpose other than what it was collected and intended for

This does not overrule staff's duty to report child protection concerns to the appropriate channel where staff believe a child has been harmed or is at risk of harm, as detailed further in our child protection and safeguarding policy.

9. Honesty and integrity

Staff should maintain high standards of honesty and integrity in their role. This includes when dealing with pupils, handling money, claiming expenses and using school property and facilities.

Staff will not accept bribes. Children or their families may attempt to give staff gifts or money. Staff should not accept any such offer and should report any such occurrences to a senior member of staff or the head of school.

On some occasions, Children's or their families may offer token gifts as a sign of appreciation to staff. In these circumstances, when it may give offence to refuse the gift and the relative value of the gift is small, staff are free to accept remembering that the acceptance of any gifts, under whatever circumstances is to be brought to the attention of the head of school.

Staff will ensure that all information given to the school is correct. This should include:

- Background information (including any past or current investigations/cautions related to conduct outside of school)
- Qualifications
- Professional experience

Where there are any updates to the information provided to the school, the member of staff will advise the school as such as soon as reasonably practicable. Consideration will then be given to the nature and circumstances of the matter and whether this may have an impact on the member of staff's employment.

10. Dress code

Staff will dress in a professional, appropriate manner at all times; you are required to wear the school's shirt, suitable trousers, and shoes in which you can comfortably engage in active pursuits.

Outfits will not be overly revealing, leggings are discouraged.

Clothes will not display any offensive or political slogans.

Long hair must be tied up and jewellery kept to a minimum. Please also ensure that your hair is in line with expectations for children, eg no un-natural colours or shaved lines

Facial piercings of any kind are forbidden due to safety concerns, and earrings must be limited to studs only

Fingernails should be kept short at all times, long false or acrylic nails are forbidden

11. Conduct outside of work

Staff will not act in a way that would bring the school, or the teaching profession, into disrepute. This covers conduct including but not limited to relevant criminal offences, such as violence or sexual misconduct, as well as negative comments about the school on social media.

12. Monitoring arrangements

This policy will be reviewed annually, but can be revised as needed. It will be approved by the proprietorial board.

Our proprietorial board will ensure this code of conduct is implemented effectively, and will ensure appropriate action is taken in a timely manner to safeguard children and deal with any concerns.

Hopedale Children and Family Services Limited Privacy Notice for job applicants – use of your personal data



Approved by:	Sarah Deaville	Date: 11/05/2023
Last reviewed on:	18/04/2024	
Next review due by:	31/05/2026	

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1. Introduction

Under UK data protection law, individuals have a right to be informed about how our school uses any personal data that we hold about them. We comply with this right by providing ‘privacy notices’ (sometimes called ‘fair processing notices’) to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about **individuals applying for jobs at our schools**

Our Group, Hopedale Children and Family Services Limited, Hopedale House, off West Drive, Cheddleton, Staffordshire, ST13 7ED, 01538 361 886, is the ‘data controller’ for the purposes of data protection law. This includes the following schools:

Hopedale School

Bluebell School, Gloucester Road, Kidsgrove, Stoke on Trent, ST7 1EH

Heather Field School, Burton Bank Lane, Stafford, ST17 9JW

Lavender Field School, Samuel Street, Crewe, Cheshire, CW1 3AE

Poppy Field School, Lugsdale Road, Widnes, WA8 6DH

Cherry Tree School, Queen Mary Street, Walsall, WS1 4AB

Our data protection officer is Rebecca James (see ‘Contact us’ below).

2. The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to:

- Contact details
- Copies of right to work documentation
- References
- Evidence of qualifications
- Employment records, including work history, job titles, training records and professional memberships
- Information about your use of our information and communication systems, equipment and facilities (e.g. school computers)

We may also collect, use, store and share (when appropriate) information about you that falls into ‘special categories’ of more sensitive personal data. This includes, but is not restricted to:

- Information about race, ethnicity, religious beliefs, sexual orientation and political opinions
- Information about disability and access requirements
- Photographs and CCTV images captured in school

We may also collect, use, store and share (when appropriate) information about criminal convictions and offences.

We may also hold data about you that we have received from other organisations, including other schools and social services, and the Disclosure and Barring Service in respect of criminal offence data.

3. Why we use this data

We use the data listed above to:

- a) Enable us to establish relevant experience and qualifications
- b) Facilitate safe recruitment, as part of our safeguarding obligations towards pupils

- c) Enable equalities monitoring
- d) Ensure that appropriate access arrangements can be provided for candidates that require them
- e) Make sure our information and communication systems, equipment and facilities (e.g. school computers) are used appropriately, legally and safely

3.1 Use of your personal data for marketing purposes

Where you have given us consent to do so, we may send you marketing information by email or text promoting school events, campaigns, charitable causes or services that may be of interest to you.

You can withdraw consent or 'opt out' of receiving these emails and/or texts at any time by clicking on the 'Unsubscribe' link at the bottom of any such communication, or by contacting us (see 'Contact us' below).

3.2 Use of your personal data in automated decision making and profiling

We do not currently process any job applicants' personal data through automated decision making or profiling. If this changes in the future, we will amend any relevant privacy notices in order to explain the processing to you, including your right to object to it.

3.3 Use of your personal data for filtering and monitoring purposes

While you're in our school, we may monitor your use of our information and communication systems, equipment and facilities (e.g. school computers). We do this so that we can:

- Comply with health and safety and other legal obligations
- Comply with our policies (e.g. child protection policy, online safety policy) and our legal obligations
- Keep our network(s) and devices safe from unauthorised access, and prevent malicious software from harming our network(s)

4. Our lawful basis for using this data

Our lawful bases for processing your personal data for the purposes listed in section 3 above are as follows:

We only collect and use personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest

Less commonly, we may also process personal data in situations where:

- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)

Where we have obtained consent to use 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.

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

4.1 Our basis for using special category data

For 'special category' data, we only collect and use it when we have both a lawful basis, as set out above, and one of the following conditions for processing as set out in UK data protection law:

- We have obtained your explicit consent to use your personal data in a certain way
- We need to perform or exercise an obligation or right in relation to employment, social security or social protection law
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent

- The data concerned has already been made manifestly public by you
- We need to process it for the establishment, exercise or defence of legal claims
- We need to process it for reasons of substantial public interest as defined in legislation
- We need to process it for health or social care purposes, and the processing is done by, or under the direction of, a health or social work professional or by any other person obliged to confidentiality under law
- We need to process it for public health reasons, and the processing is done by, or under the direction of, a health professional or by any other person obliged to confidentiality under law
- We need to process it for archiving purposes, scientific or historical research purposes, or for statistical purposes, and the processing is in the public interest

For criminal offence data, we will only collect and use it when we have both a lawful basis, as set out above, and a condition for processing as set out in UK data protection law. Conditions include:

- We have obtained your consent to use it in a specific way
- We need to protect an individual's vital interests (i.e. protect your life or someone else's life), in situations where you're physically or legally incapable of giving consent
- The data concerned has already been made manifestly public by you
- We need to process it for, or in connection with, legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of legal rights
- We need to process it for reasons of substantial public interest as defined in legislation

5. Collecting this data

While the majority of information we collect about you is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.

Most of the data we hold about you will come from you, but we may also hold data about you from:

- Local authorities
- Government departments or agencies
- Police forces, courts or tribunals
- Other schools or employers

6. How we store this data

We keep personal information about you during the application process. We may also keep it beyond your employment at our school if this is necessary. Our records management policy sets out how long we keep information about staff. You can request a copy of our records management policy from the school admin team

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will dispose of your personal data securely when we no longer need it.

7. Who we share data with

We do not share information about you 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 UK data protection law), we may share personal information about you with:

- Our local authority, to meet our legal obligations to share certain information with it, such as safeguarding concerns
- Government departments or agencies
- Our regulator, OFSTED
- Suppliers and service providers:
- Financial organisations
- Our auditors
- Survey and research organisations
- Health authorities
- Security organisations
- Health and social welfare organisations
- Professional advisers and consultants
- Charities and voluntary organisations
- Police forces, courts, tribunals

7.1 Transferring data internationally

Where we transfer your personal data to a third-party country or territory, we will do so in accordance with UK data protection law.

In cases where we have to set up safeguarding arrangements to complete this transfer, you can get a copy of these arrangements by contacting us.

8. Your rights

8.1 How to access personal information that we hold about you

You have a right to make a 'subject access request' to gain access to personal information that we hold about you.

If you make a subject access request, and if we do hold information about you, we will (subject to any exemptions that may apply):

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact us (see 'Contact us' below).

8.2 Your other rights regarding your data

Under UK data protection law, you have certain rights regarding how your personal data is used and kept safe. For example, you have the right to:

- Object to our use of your personal data
- Prevent your data being used to send direct marketing

- Object to and challenge the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected
- In certain circumstances, have the personal data we hold about you deleted or destroyed, or restrict its processing
- Withdraw your consent, where you previously provided it for the collection, processing and transfer of your personal data for a specific purpose
- In certain circumstances, be notified of a data breach
- Make a complaint to the Information Commissioner's Office
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact us (see 'Contact us' below).

9. Complaints

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 us in the first instance.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/make-a-complaint/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

10. Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **data protection officer**:

- Rebecca James, rjames@hopedale.org.uk / 01538 361886

However, our **data protection lead** has day-to-day responsibility for data protection issues in our schools.

If you have any questions or concerns, or would like more information about anything mentioned in this privacy notice, please contact the head of school.