

EXPERIENCE PROGRAMME DATA PROTECTION

Frequently Asked Questions: Schools and Colleges



Protecting young people's data is a core value for schools, sixth forms and colleges. We share that value. Data is manually input by educators and young people through the use of our Experience portal. This guide will show how we work with your data to deliver our difference to young people through meaningful work experiences.

We need data on young people to manage their experience and protecting that data is a duty we share with you.

HOW DO YOU COLLECT OUR DATA THROUGH THE USE OF THE EXPERIENCE PORTAL?

Where do you get our data from?

Data is manually input by educators and young people through the use of our portal. Young people's data needs to be reviewed every year you work with us for every young person that is to benefit from our service. This allows you to keep control, but every change needs to be updated in our system as it is with yours.

WHAT DATA ARE YOU COLLECTING ON YOUNG PEOPLE AND WHY DO YOU NEED IT?

Why do you need to collect this data?

We need this data in order to prioritise the needs of schools, sixth forms, colleges and young people. Our mission is to level the playing field for young people and to do that, we need to prioritise schools and young people. This also allows employers to have a greater impact when they take part in our programmes.

Please see Fig.1: Data Map to see what data we collect and why.

Name	This data helps us identify the student and to promote relevant work experiences to them.
School	
Date of birth	
Year group	This data allows us to contact the student in relation to their experience with us.
Interests	
Email	
Mobile number	This data is used for anonymised research, reporting and promoting targeted opportunities.
Postcode	
Ethnicity	
Gender	

Fig.1: Data Map

WHAT WILL YOU DO WITH PERSONAL DATA?

Where is the data stored?

Young people's data is kept strictly in the UK unless specifically stated otherwise, such as when requesting support or making an inquiry where the name, email address, and communication records may sit on our provider's servers in Europe.

Educator and employer data is stored on a CRM system (Salesforce) which is stored on cloud servers based in Frankfurt and Paris.

Will Speakers for Schools contact a student?

Further to you registering your school, eligible students will also have to create an account to apply for opportunities. Students who have created accounts and given contact permissions will be the only students contacted about available opportunities. When they apply for work placements, the school or college will be copied in on the emails regarding the progress of the application. Should the student directly and positively opt-in to our wider mailings, they will receive content to support and inform their wider choices which they can unsubscribe from at any time.

How long will you hold personal data for?

Data that is not relevant is removed from our system every 24 months, but schools and colleges have the right and ability to remove student details and/or applications at any point in time by sending a request to experience@speakersforschools.org

WHO WILL YOU SHARE YOUNG PEOPLE'S PERSONAL DATA WITH?

Who will our data be shared with?

Your data is only visible to Speakers for Schools, your school or college and the employer that the student makes an application to. Educators can delete student records and the attached data when the student has left the school by sending a request to experience@speakersforschools.org

Who has access to this data within Speakers for Schools?

Internally, data is accessible to admin IT staff and relevant team members working on relevant programmes; all staff members are DBS checked. All employees within Speakers for Schools have a confidentiality clause within their contracts.

HOW DO YOU PROTECT OUR DATA?

What data/safeguarding policies do you have in place?

All data policies are found in the footnote section of our website:

Data Protection Policy

www.speakersforschools.org/data-protection-policy

Data Privacy Policy

<https://speakersforschools.port.im/>

Safeguarding Policy

www.speakersforschools.org/safeguarding-policy/

How do you protect our data?

For protection from unauthorised access, we use password protection and location tracking. Currently, for website databases we have AD password on all systems, which expire every 90 days. In addition to sophisticated malware Windows Defender Protection, penetration tests are carried out annually and the sensitive data is encrypted at REST to add an additional layer to our protection.

What arrangements exist for recording breaches?

Our process is to immediately inform the Data Protection Officer, if it is believed a breach has occurred. Relevant parties will be informed within 24 hours upon confirmation of a breach. To contact us regarding a data breach please email DPO@speakersforschools.org

What training do staff undertake regarding data protection?

The charity provides a comprehensive online package which covers data protection. All staff are expected to refresh their training every two years. Training attendance is recorded and monitored.

MISCELLANEOUS QUESTIONS

Who is the Data Protection Officer (DPO)?

Teck Kua. Contact at dpo@speakersforschools.org

Is there a data sharing agreement with each school?

Where the school's data is shared using Wonde or Group Call, there is a data sharing agreement between Wonde and Speakers for Schools in addition to a data sharing agreement between Group Call, Wonde and individual schools.

What data is being collected?

Please see Fig 1: Data Map.

How will the data be used?

We need this data in order to prioritise the needs of schools, sixth forms, colleges and young people. Our mission is to level the playing field for young people and to do that, we need to prioritise schools and young people. This also allows employers to have a greater impact when they take part in our programmes.

When sub-processors are used, what provision do you have within the contracts to protect personal data?

Data protection agreements are put in place to ensure compliance with the UK GDPR.

Are you able to support a subject access request (SAR)?

All SAR requests should be emailed to DPO@speakersforschools.org. The charity will respond to a SAR within 29 days.

Are you able to rectify, erase or restrict personal data to another organisation?

Depending on the legitimacy of the request, we can rectify, erase or restrict personal data.

INFORMATION SECURITY

Do you have an Information Security Policy?

This is within our Data Protection Policy.

Which anti-virus/malware protection/threat detection system do you use?

Windows Defender Protection is used and is updated regularly as part of Windows' updates.

How regularly do you perform vulnerability scanning or network penetration testing?

Penetration tests are carried out annually.

Do you encrypt personal data when it is 'at REST'?

Yes.

What is your Data Back-Up Policy?

Databases containing personal data is backed up intra-daily using Azure.

Is personal data transferred externally?

No.

Is personal data shared externally?

Young people's personal data is shared externally to employers when an application is sent by the applicant for virtual/in-person work experience. Employers are able to see a list of applicants for each placement and then are able to pick successful candidates based on the application information.

Who has permission to access and view personal data, both internally and externally?

Work experience employers will have access to young people's basic data when they begin the work experience placement. Internally, data is accessible to admin IT staff and relevant team members working on our programmes.

What arrangements exist for ensuring staff are subject to confidentiality?

All staff contracts contain a confidentiality clause.

RECORD MANAGEMENT

Do you have a Records Management Policy?

Yes, it is saved within our Privacy Policy on our website.

Where is data stored?

Young people's data is kept strictly in the UK unless specifically stated otherwise, such as when requesting support or making an inquiry where the name, email address, and communication records may sit on our provider's servers in Europe.

Educator and employer data is stored on a CRM system (Salesforce) which is stored on cloud servers based in Frankfurt and Paris.

What is your retention period?

Records are kept for two years after the last activity date. After this date, the data is anonymised or deleted.