Pembroke Education

Distinctive Schools, Shared Purpose

PRIVACY NOTICE – PUPILS AND PARENTS

Policy applies from EYFS to Sixth Form and to all Staff	
Date policy reviewed:	01.09.2026
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Author:	Group Finance Director
Owner:	Group Finance Director

Version	Date	Section	Material change	Approval
09.26 v2	01.09.2026	All	Privacy notice updated on formation of Pembroke Education.	Mr Michael Stewart
11.26 v1	23.11.2026	9.4 and 10.3	Updated to reflect new statutory information sharing duty.	Mr Michael Stewart

Pembroke Education is committed to child protection and safeguarding children and young people across all its schools, and expects all staff, visitors, and volunteers to share this commitment.

1. Who we are

We are Pembroke Education, a charitable company registered in England and Wales with company number 00011701 and charity number 311736.

Pembroke Education incorporates Clifton High School, The Downs Preparatory School and Downs School Enterprises Limited (company number 10801425), through which we operate Bertie's Nursery School, together with Pembroke Education Trading Limited (company number 15391308) and the community relationship, fundraising and alumni activities of The Clifton High School Foundation (the **Foundation**) (charity number 1201516), and the Charltonians, an unincorporated organisation. The registered office for all our entities is College Road, Bristol BS8 3JD.

Each entity is responsible for handling personal data in accordance with data protection law and is registered with the Information Commissioner's Office (ICO) where required. Pembroke Education is registered with the ICO under number Z7520007. Pembroke Education Trading Limited, The Downs School Enterprises Limited and The Clifton High

School Foundation CIO are also registered as Data Controllers with the ICO under registration numbers ZB770850, ZA323880 and ZA301767 respectively.

In this privacy notice we refer to Pembroke Education as 'We' where the syntax requires it. For ease of reference, this Policy may also refer to 'each School', 'Schools' or 'School' interchangeably as the context requires.

2. Who this Privacy Notice applies to

This Privacy Notice applies to all pupils at our schools (referred to in this policy as 'pupils' or 'you') and to all parents, carers and guardians (referred to in this policy as 'parents' or 'you').

Older pupils (i.e. pupils who reach their 13th birthday in the current academic year) are considered mature enough to understand this notice and to exercise their own data rights. Younger pupils are likely to require parental support to understand their data rights; therefore, parents may exercise those rights on their child's behalf until the academic year in which their child turns 13.

For parents of younger pupils exercising data rights on their child's behalf, references in this notice to "you", "your personal data" and "your rights" (and similar terms) refer to the child, their personal data and their rights.

A simplified guide explaining this Privacy Notice to pupils can be found in Appendix A, but we encourage all parents and pupils to read this notice in full to understand their rights and our obligations. For younger pupils, we ask parents to explain those rights to their child in an age-appropriate way.

3. Child Protection and Safeguarding

Child protection and safeguarding requirements always supersede data protection legislation. If information needs to be shared in the interests of child protection and safeguarding, this Privacy Notice can never be used as a reason not to do so.

4. About this Privacy Notice

Pembroke Education collects, uses and holds ("processes") your personal data and is the data controller of your personal data. This Privacy Notice is intended to provide information about how and why we collect personal information about you, and what we do with that information. It also explains what your rights are in relation to your personal data.

This Privacy Notice applies alongside any other information Pembroke Education, or its individual schools, may provide you about a particular use of personal data, and applies in addition to the Pembroke Education's other relevant terms and conditions and policies, including:

- School Terms and Conditions;
- The Data Protection Policy and the Data Retention and Disposal Policy;

- School Child Protection and Safeguarding policies, and pastoral and health and safety policies;
- School CCTV policies;
- School Staff Taking, Storing and Using Images Policies; and
- IT policies, including the Acceptable Use of ICT Policies and the Online Filtering and Monitoring Policies.

5. What is personal data?

Personal data is information that Pembroke Education holds about you that identifies you as an individual and includes information such as your name, date of birth and address, and in the case of pupils, information like examination results, medical details and behaviour records.

Pembroke Education's primary reason for using your personal information is to provide pupils with an education.

6. Responsibility for data protection

Pembroke Education has appointed the Group Finance Director as the Data Protection Lead, whose role is to monitor that all personal data is processed in compliance with this Privacy Notice and the principles of the applicable data protection legislation.

Any questions about the operation of this Privacy Notice or any concerns that the Privacy Notice has not been followed should be referred in the first instance to the Data Protection Lead (finance@cliftonhigh.co.uk/0117 973 0201/Extension 227). Information relating to our complaint's procedure is set out in section 16 below.

7. How we collect your information

We will usually receive personal data relating to you either from you directly, or if you are a pupil, from your parents or a person who has parental responsibility for you. However, in some cases your personal data will be supplied by third parties, for example by another school, or other professionals or authorities working with you, or collected from publicly available sources. The School will also collect information by way of our systems and processes, such as the CCTV and IT systems in place, including our online filtering and monitoring systems.

8. The types of data we collect and process

8.1 Personal data

Examples of the types of personal data that we may collect and process about pupils and parents are set out in Appendix B of this notice.

8.2 Special category personal data

Special category data is personal data that needs more protection because it is sensitive. The type of special category personal data we collect will depend on whether you are a pupil or a parent.

Pupils
We will collect and process special category personal data concerning your ethnicity and medical and health information (including information about any special educational needs and/or disabilities you may have). We may also, on occasion, collect and process special category personal data concerning your race religion, sexual orientation and biometrics.

Parents
We may on occasion, if you share it with us, collect and process your special category personal data concerning your health, special educational needs and disabilities, racial and ethnic origin, religion and sexual orientation.

We will only collect information about criminal convictions where we are legally required to do so and will only use that information where the law allows us to do so. This will usually be where it is necessary to perform our legal obligations.

Examples of the reasons why we collect special category personal data are set out in section 10.2 below.

9. The legal justification for processing your personal data

We need to process your personal data as part of our daily operations, but we will only process your personal data where it is lawful for us to do so. There are a number of grounds on which we are lawfully allowed to process your data, and they are the following:

9.1 Legitimate interests

We will process your personal data where it is necessary for Pembroke Education's (or sometimes a third party's) legitimate interests. This is the most common ground on which we process personal data.

When we process data because it is necessary for our legitimate interests, it must not involve special or sensitive types of data (unless you give consent), and we must balance our legitimate interests with your privacy, interests, rights and freedoms.

Examples of purposes for processing personal data which are justified under legitimate interests, as recognised in law or determined by Pembroke Education, are set out in Appendix C of this notice.

9.2 Consent

We may ask for your consent to process your personal data as an alternative to relying on legitimate interests or one of the bases below. For example, we may ask for your consent

before taking or using photographs and videos of you if the photograph or video is more intrusive than would usually be expected and we cannot rely on legitimate interests for that use, and we will usually ask for your consent before processing personal data in relation to our bursary application process.

If we ask for your consent to use your personal data, you can withdraw this consent at any time.

To enhance the security of our IT systems, our schools may offer a fingerprint sign in option for pupils as an alternative to using a PIN. Schools may use Windows Hello for Business on laptops and desktops, and TouchID on Apple iPads. We do not store an image of your fingerprint on a central server. Instead, a digital "template" is created, encrypted, and stored locally on the device – and is not accessible to anyone else, including any of our schools, or Apple. You consent to using TouchID by choosing it as your sign-in option, but it is optional and you can revert to using a PIN and remove the Touch data that has been recorded on your school device at any time. Further information on TouchID can be found here: AppleSecurity and Legal - Touch ID & Privacy- Apple.

9.3 Performance of our contract with parents
We will process your personal data in order to fulfil our legal rights, duties and/or obligations to provide your/your child with an education.

9.4 Legal obligation
We will process your personal data to comply with our legal obligations, including those relating to employment, child protection and safeguarding, charity law, taxation and accounting requirements. This includes compliance with statutory guidance such as *Keeping Children Safe in Education* and *Information Sharing Duty: Statutory Guidance for Safeguarding Organisations and Practitioners*, and with our Child Protection and Safeguarding Policies

9.5 We have a vital interest
The School will process your personal data if it is necessary to protect your life. For example, information you have provided to us relating to a medical condition you have.

9.6 Public interest
The following are examples of when we use your information to perform tasks in the public interest:

- providing you/your child with an education;
- safeguarding and promoting your welfare/your child's welfare and the welfare of other pupils at the school;
- facilitating the efficient operation of the schools;
- creating and preserving materials for permanent deposit in each School's archive;
- preventing and detecting crime; and

- ensuring that we comply with all of our legal obligations.

10. Special category personal data

10.1 Additional conditions required for processing

We will process special category personal data in a lawful, fair and transparent way and will process it under one of the grounds set out in section 9 of this Privacy Notice. In addition, we will only process special category personal data where one of the following conditions applies:

- you have given us your explicit consent to do so, but only in circumstances where seeking consent is appropriate;
- you have already made the data publicly available; or
- it is necessary:
    - for the purposes of carrying out obligations under social protection law;
    - to protect your vital interests (if you are not legally able to give consent);
    - for legal and regulatory purposes (for example child protection, diversity monitoring, health and safety and immigration/visa sponsorship compliance);
    - for the establishment, exercise or defence of legal claims, such as where any person has brought a claim or serious complaint against us or you;
    - to comply with public health requirements;
    - in connection with some function in the substantial public interest; and/or
    - for archiving, which is in the public interest or is for historical research purposes.

10.2 Reasons for processing special category personal data

The reasons for collecting special category personal data include:

- to provide education services;
- to safeguard you/your child's welfare;
- to provide appropriate pastoral and medical care, and to take appropriate action in the event of an emergency, incident or accident;
- to ensure that your dietary and medical needs are met;
- to facilitate participation in the Fee Early Education Entitlement scheme (for pupils in the EYFS);
- as part of any school or external complaints, disciplinary or investigation process that involves such data, for example if there are SEND, health or safeguarding elements;
- to allow us to make insurance claims; and
- to enhance the security of our IT systems.

10.3 Access to and sharing special category personal data

The School is under statutory duties to record and report incidents and concerns involving our pupils that arise or are reported to us, in some cases regardless of whether they are proven, if they meet a certain threshold of seriousness.

The School is also subject to a specific statutory duty to share information with certain organisations where it is relevant to safeguarding and promoting a child's welfare. This information may be about the child or another named individual connected to a child, such as another child or an adult. There is no threshold of risk or harm that needs to be met to trigger this duty and the only exception to it is in rare circumstances where sharing information would be more detrimental to the child than not sharing it. Where the duty applies, confidential information can be shared without consent.

For example, we may be required to share special category personal data relating to safeguarding concerns with the Local Authority Designated Officer, Children's Services, CAMHS, NHS Trusts, other schools and/or the police.

For example, we may be required to share special category personal data relating to safeguarding concerns with the Local Authority Designated Officer, Children's Services, CAMHS and/or the police. We are also required to share a pupil's child protection file, along with any other information which the School's Designated Safeguarding Lead considers material to the ongoing care needs of the pupil, if a pupil leaves one of our schools to join another school or college. This could include special category personal data relating to you.

In addition to the above, we may be required to share special category personal data with, for example, our insurers, our lawyers and the Home Office.

11. Who has access to personal data and who we share it with

Personal data collected by Pembroke Education will usually remain within the organisation, and will be processed by appropriate members of staff in accordance with access protocols (i.e. on a 'need to know' basis). However, we may share personal data within the group of organisations comprising Pembroke Education, such as between schools, or with Pembroke Education Trading Limited and the Foundation, and vice versa, where required.

There are some functions which are outsourced, including certain IT, cloud storage, records management and monitoring activities. We use a range of cloud-based learning environments and platforms to support the delivery of education. In accordance with data protection law this type of third-party data processing is subject to contractual assurances by the third party that personal data will be kept securely and processed and used in accordance with the law.

Examples of third parties which Pembroke Education may share your personal data with from time to time are set out in Appendix D to this Privacy Notice.

12. The Clifton High School Foundation (the "Foundation")

If you are a parent with a child at Clifton High School, we may share some of your personal data (including your contact details) with the Foundation, so that the Foundation can keep you updated about activities or events of interest, and its marketing and fundraising activities. The Foundation may also collect information from publicly available sources about your background, occupation and activities. On occasions, it may analyse that data alongside the personal data we already hold about you in order to understand our alumni and who our potential donors might be. This process is often known as wealth screening and allows us to engage with our community more effectively.

The Foundation may contact you by post and/or email for marketing purposes or in order to promote and raise funds for the Foundation and, where appropriate, other worthy causes.

You have the right to withdraw consent, where given, or otherwise object to direct marketing or fundraising, including wealth screening. Should you wish to limit or object to any such use, or would like further information, please contact the Director of Development by email. If you withdraw consent or object to direct marketing or fundraising, the Foundation will retain some of your details to ensure that no more communications are sent to that particular address, email address or telephone number.

For further information, please see the Privacy Notice for Rosarians and Friends of Clifton High School.

13. How long is your information kept

We will retain personal data securely, and will retain it for as long as it is needed for the purposes set out in this Privacy Notice or for as long as the law requires us to. The specific periods of time are set out in the Data Retention and Disposal policy.

If you have any specific queries about how our retention policy is applied, or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Data Protection Lead using the contact details set out above. However, please bear in mind that the School will often have lawful and necessary reasons to retain some personal data following such request.

A limited and reasonable amount of information will be kept for archiving purposes in the public interest, for example; and even where you have requested we no longer keep in touch with you, we will need to keep a record of that fact in order to fulfil your wishes (called a "suppression record").

14. Rights

14.1 Your rights

You have the following rights:

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- **To be informed about the collection and use of your personal data.**

- **To obtain access and copies of the personal data that we hold** (subject access request)
  You have the right to obtain access to and copies of the personal data that we hold about you. We will be able to respond more quickly to smaller, targeted requests for personal data made during term time. If the request is excessive or similar to previous requests, we may ask you to reconsider or require a reasonable fee for the administrative costs of complying with the request, or in certain cases refuse the request (if permitted under data protection law).

- **To require us to correct personal data we hold if it is incorrect.**
  We will endeavour to ensure that all personal data held is as up to date and accurate as possible, but you have the right to request that any out-of-date, irrelevant or inaccurate information about you is erased or corrected, and you should let us know if you believe that data is inaccurate or not up to date.

- **To require us (in certain circumstances) to erase your personal data**.
  A request for a "right to be forgotten" will be considered on its own merits. Such a request may be refused if processing is necessary for one of a number of specific reasons, for example, to comply with a legal obligation or where it falls within a proportionate legitimate interest identified in this Privacy Notice. Generally, if we still consider the processing of the personal data to be reasonably necessary, we will be entitled to continue.

- **To restrict our data processing activities (in certain circumstances).**

- **To obtain personal data that we hold for you for the purpose of transmitting it to another data controller.**

- **To object to any of our particular processing activities.**
  You may object where you feel the processing activity has a disproportionate impact on your rights**.**

- **To complain to us about a data protection issue.**

- **To object to direct marketing.**

- **To withdraw one's consent where we are relying on it for processing your personal data.**

You can find out more about your rights under applicable data protection legislation from the Information Commissioner's Office website available at www.ico.org.uk.

14.2 The provision of information

14.2.1 Subject access requests

You can request access to your personal data (a Subject Access Request) by sending an email to our Data Protection Lead using the contact details above. All information requests, whether made under subject access or simply as an incidental request will be considered on a case-by-case basis, and requests not considered in pupils' best interests may sometimes be refused.

Pupils can make subject access requests for their own personal data provided that, in the reasonable opinion of Pembroke Education, they have sufficient maturity to understand the request they are making. Older Pupils are generally assumed to have this level of maturity, although this will depend on their maturity, their personal circumstances at home and the personal data requested. We will generally assume that younger pupils do not have the requisite level of maturity, however, this is not an absolute rule, and older pupils at The Downs Preparatory School, or at Clifton High School in the Junior School, and pupils in Year 7 may be sufficiently mature to have a say in this decision, depending on the child and the circumstances.

A pupil of any age may ask a parent or other representative to make a subject access request on their behalf, however:

- the person will need to evidence the pupil's authority to make the subject access request; and
- although a parent will generally be entitled to make a subject access request on behalf of younger pupils, the law still considers the information in question to be the child's.

14.2.2 Educational information supplied to parents

Parents may not always have a statutory right to information under a subject access request, for example where the request is manifestly unfounded or excessive, but they will often have a legitimate interest or expectation in receiving certain information about pupils without their consent. We may consider there are lawful grounds for sharing with or without reference to that pupil.

Parents will in general receive educational and pastoral updates about their children, in accordance with School Terms and Conditions. Where parents are separated, we will in most cases aim to provide the same information to each person with parental responsibility, but may need to factor in all the circumstances including the express wishes of the child, court orders, or pastoral issues.

14.3 Limits to your rights

14.3.1 Lawful grounds for processing and exempt data

The rights set out in section 14.1 are not absolute, and the availability of the rights will depend on the lawful grounds on which we are processing your personal data (as set out in section 9).

In addition, the rights listed in 14.1 are limited to your own personal data, and certain data is exempt. This will include information which identifies other individuals, or information which is subject to legal privilege (for example legal advice given to or sought by the School, or documents prepared in connection with legal action, or where a duty of confidence is owed by a legal adviser).

14.3.2 Examination scripts

Pembroke Education is not required to disclose pupil examination scripts (or other information consisting solely of pupil test answers, which potentially includes mock exam scripts or other types of exams/tests used to assess performance, although markers' comments may still be disclosable if they constitute pupil personal data). We are also not required to provide examination or other test marks ahead of their ordinary publication date, nor share any confidential reference held that was (or will be) given for the purposes of the education, training, appointment or employment of any individual.

14.4 Responding to the exercise of your rights

Pembroke Education will aim to respond to any requests as soon as is reasonably possible and in any event within statutory time-limits, which is generally one month, but fulfilling more complex or multiple requests, for example those involving third party information, may take two to three months longer.

15. Security

Pembroke Education will take appropriate technical and organisational steps to ensure the security of personal data, including policies around the use of technology and devices, and access to school systems.

All staff are made aware of this policy and their duties under data protection legislation and receive relevant training.

16. Complaints

If you believe Pembroke Education has not complied with this Privacy Notice, or acted otherwise than in accordance with data protection law, you should email the Clerk to Governors at ncridland@cliftonhigh.co.uk with details of your complaint. Pembroke Education will acknowledge your complaint within 30 days of receipt and will investigate and inform you of the outcome of your complaint without undue delay (keeping you informed of progress as necessary).

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If you are not satisfied with the outcome of your complaint, or if you feel we have not handled it appropriately, you have the right to complain to the Information Commissioner's Office (ICO).

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Appendix A

Privacy Notice Information Sheet

Who are we?
We are Pembroke Education and your school, and are responsible for keeping your personal data safe and secure.

What is personal data?
Personal data is information that is about you. It includes your name, date of birth, address, medical records, your school records and information about your wellbeing.

Why do we collect personal data?
We collect data to give you the best education possible, to look after your health, safety and wellbeing, and to keep the school running smoothly.

Where do we get it from?
Your data comes from a few different places, including from you, your parents and your old school (if you have one).

What do we use if for?
We use your data for lots of reasons, but the main ones are to give you a good education and to keep you safe.

Do we share your data with anyone?
Sometimes we must share your information with organisations that we trust, including, for example, with groups that run school trips and residential visits, exam boards, school inspectors, the local authority, and in rare situations, the Police.

Where is my data?
We keep your data securely on our internal computer systems and in secure cloud storage.

How long do you keep my data?
We only keep your data for as long as we need it or as long as the laws says we must keep it. When that time ends, we securely delete it, or if you move schools, we give it to your new school.

What are my rights?
Children and adults have the same rights, which include the right to see the information we hold about you (a "Subject Access Request") and the right to correct any mistakes. If you are under 13, your parents will usually look after those rights for you.

How do I make a complaint?
If you are unhappy with how we are looking after your data, you can email us to make a complaint. If you are under 13 you will need to ask your parents to help you do this. Emails should be sent to ncridland@cliftonhigh.co.uk.

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Appendix B

Types of personal data the School collects and processes

Pupils' and parents' personal data

The personal data that we may collect and process about pupils and parents includes:

- contact and communications information, such as your name, address and other contact details;
- records of communications and interactions with you;
- information about family circumstances and living arrangements;
- nationality and other immigration status information in relation to student visa sponsorship (if applicable);
- images and videos of you engaging in school activities and recorded as part of filming, recording or streaming school events (in the case of pupils, in accordance with Clifton High School's Staff Taking, Using and Storing Images Policy and The Downs Preparatory School and Bertie's Nursery's E-Safety and Acceptable Use of ICT Policy); and
- images and videos of you captured by CCTV systems.

Pupils' personal data

The personal data that we may collect and process about pupils includes:

- references given or received about you and other relevant information provided by your previous nursery/school and/or any other professionals or organisations supporting you;
- a copy of your passport or birth certificate;
- your academic, disciplinary, admissions and attendance records;
- examination scripts and marks; and
- your pupil file, including information regarding your education and academic performance.

Parents' personal data

The personal data that we may collect and process about parents includes:

- your telephone numbers and e-mail addresses;
- your bank details and other financial information (e.g. relating to bursary applications, payment of school fees and any anti-money laundering information we are required to collect by law); and
- information provided by your child's previous educational establishments and/or any other professionals or organisations supporting your child.

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Appendix C

Uses that fall within legitimate interests

The School expects that the following purposes for processing personal data will fall within Pembroke Education's "legitimate interests", as recognised in law or determined by us:

Pupils and parents personal data

- for pupil selection, to assess suitability for bursaries, to confirm your identity, and to retain a record if appropriate for the purposes of future applications;
- to provide education services;
- to make use of photographic images and video content of you in school publications, on Pembroke Education's website, the websites of each School, or relevant social media channels, in the case of pupils, in accordance with Clifton High School's Staff Taking, Using and Storing Images Policy and The Downs Preparatory School and Bertie's Nursery's E-Safety and Acceptable Use of ICT Policy;
- to promote Pembroke Education, or our schools, to prospective parents and pupils;
- to maintain relationships with the school community and to promote the objects of Pembroke Education. This includes fundraising and using photographs of you at school/at school events;
- to monitor each school's performance;
- to monitor use of IT and communications systems in accordance with applicable policies relating to the acceptable use of ICT;
- for security purposes, and CCTV in accordance with CCTV policies;
- for the prevention and detection of crime, and in order to assist with investigations carried out by the police and other competent authorities;
- for the purposes of management planning and forecasting, research and statistical analysis, including that imposed or provided for by law;
- for regulatory record keeping/compliance purposes in respect of immigration requirements, as a visa sponsor;
- to carry out or cooperate with any School or external complaints, disciplinary or investigation process; and
- where otherwise reasonably necessary for each School's purposes, including to obtain appropriate professional advice and insurance.

Pupils' personal data

- to share academic records and references with your past, current, or future schools; and

Parents' personal data

- to share contact details and financial history (such as outstanding fees) with your child's past, current, or future schools;
- to report to and liaise with you about your child's progress, welfare and development;
- to organise and manage meetings, events and social events;

- to maintain relationships with the school community, including by using direct marketing;
- for the purposes of donor and potential donor due diligence (wealth screening).

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Appendix D

Third parties that we may share your personal data with

From time to time, we may need to share personal information relating to you with third parties. These include sharing personal data with the following:

Pupils' and parents' personal data

- third parties involved in the delivery of your/your child's education, including visiting music teachers, external sports coaches and those delivering the French and English curriculum programme;
- organisations involved in educational visits;
- online learning platform providers;
- exam boards and the Joint Council for Qualifications;
- local safeguarding teams and/or social services;
- appropriate contractors and professional advisers, for example lawyers, insurers, accountants and consultants;
- Stage 3 complaints panels, which will include independent panel members;
- third parties and their advisers in the event of a possible or actual merger or other restructuring of Pembroke Education, or individual schools;
- Government authorities, for example the local authority, the Department for Education (including National Pupil Database), the Learning Records Service, Information Commissioner's Office, Charity Commission, Independent Schools Inspectorate and UKVI; and
- when Pembroke Education is legally required to do so by a Court Order, Government body, Law enforcement agency or other authority of competent jurisdiction, for example, HM Revenue and Customs, the Home Office or the Police.

Pupils' personal data

- your parents or education guardian, to enable continued support for your schooling.

Parents' personal data

- third parties that provide services, for example Pembroke Education's bursary application platform provider and wealth screening service provider(s);
- third parties that provide services to parents, but which need us to verify parents' connection to the School; and
- other schools when your child is joining or leaving the School.

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Version history

Version	Date	Section	Material change	Approval
09.26 v2	01.09.2026	All	Privacy notice references updated on formation of Pembroke Education.	Mr Michael Stewart
11.26 v1	23.11.2026	9.4 and 10.3	Updated to reflect statutory information sharing duty.	Mr Michael Stewart