Thomas Telford School

Parent and Carer Privacy Notice

Last updated: September 2026

1. Introduction

This notice explains how Thomas Telford School ("the school", "we", "us") collects, uses and protects the personal information of parents, carers and other adults with parental responsibility ("parents and carers") in connection with your child's education. It should be read alongside our main pupil privacy notice, which explains how we use your child's own personal information.

This notice applies to all parents and carers of children on our roll, and to other named contacts, emergency contacts and adults authorised to collect a child from school.

2. Who we are

The data controller for the purposes of UK data protection law is Thomas Telford School, Old Park, Telford, TF3 4NW.

Our Data Protection Officer is Mr John Walker, who can be contacted at info@phplaw.co.uk.

3. The information we collect about parents and carers

We collect and hold information such as your name, relationship to the child, contact telephone numbers, email address, home and work addresses, parental responsibility status, and any safeguarding-relevant information you provide (for example, details relevant to a court order, a change of household circumstances, or a request for confidential contact arrangements).

4. How and why we use your contact information

The primary purpose of collecting your contact details is to enable appropriate school staff to communicate with you as needed in connection with your child's education and welfare. This includes, but is not limited to, the purposes set out below.

4.1 Standard school communications

- Sending newsletters, letters, reports, invitations and general updates about the school and your child's education.
- Administrative matters such as admissions, attendance registers, examinations, trips and payments.

4.2 Safeguarding

- Contacting you where there is a safeguarding or child protection concern, including where a member of staff, the designated safeguarding lead, or another appropriate professional needs to speak with you urgently.
- Making or responding to a referral to children's social care, early help services, or another statutory agency, where this is necessary and proportionate.
- Arrangements following an allegation, disclosure, injury or incident affecting your child.

4.3 Day-to-day school matters

- Attendance, punctuality and behaviour matters, including where staff wish to discuss a pattern of concern with you directly.
- Practical arrangements such as collection, illness during the school day, forgotten items, or changes to routine.

4.4 Other genuine queries

- Responding to questions or concerns you raise with the school and following up where a member of staff needs further information from you.
- Any other contact that is a necessary and proportionate part of the school's day-to-day functions, where use of the standard communication channels set out in section 4.1 would not be appropriate or sufficient.

This notice confirms that appropriate members of staff - for example class teachers, form tutors, pastoral leads, the designated safeguarding lead and deputies, the school office, attendance officers and senior leaders, according to their role - are authorised to use the contact information held about you for these purposes and are not limited to using a single channel or a single named contact for the household. Staff will use their professional judgement to select an appropriate contact method and level of urgency having regard to the nature of the matter.

Contact information used	May be used by appropriate staff to	Examples
Home, mobile and work telephone numbers	Contact you urgently or otherwise about safeguarding and welfare matters concerning your child	A safeguarding concern, an accident or injury, a child being unwell or distressed, a child missing from education, a report to or from children's social care

Home, mobile and work telephone numbers	Contact you about day-to-day school matters	Behaviour, attendance and punctuality, forgotten items, arrangements for collection, illness during the school day
Email address	Send routine school communications and respond to queries you raise	Newsletters, letters home, responses to questions about the curriculum, trips, uniform or general enquiries
Postal address	Send formal correspondence where required	Attendance letters, exclusion notices, statutory notifications, invoices
Emergency contact details	Contact an alternative named adult where a parent/carer cannot be reached	Emergency collection, medical emergencies, safeguarding escalation
All of the above	Contact you about any other genuine school query relating to your child or the school community	Any matter not listed above where contact is a necessary and proportionate part of the school's functions

5. Our lawful basis for processing

- Public task (Article 6(1)(e) UK GDPR) - as the performance of our statutory functions as a school, including safeguarding duties under section 175 of the Education Act 2002 and "Keeping Children Safe in Education".
- Legal obligation (Article 6(1)(c)) - for example, statutory attendance, exclusion and notification duties.
- Legitimate interests (Article 6(1)(f)) - for routine communication and administration, where this does not override your rights and interests.
- Vital interests (Article 6(1)(d)) - in an emergency, where necessary to protect your child's life or physical safety.

Where safeguarding information about you is special category data (for example, information about your health, or in rare cases criminal offence data), we rely on Article 9(2)(b) or 9(2)(g) UK GDPR (and the corresponding conditions in Schedule 1 to the Data Protection Act 2018), together with our safeguarding policy as an "appropriate policy document" where required.

6. Who we share your information with

We do not sell or share your information for marketing purposes. We may share limited contact information with:

- Local authority children's services, the police and other statutory safeguarding partners, where necessary.
- Other named contacts or emergency contacts you have provided, where relevant to arranging collection or care of your child.
- Suppliers who process data on our behalf under contract, such as our management information system, communications platform (for example a parent app or texting service) and cashless payment provider.
- Professionals directly supporting your child, such as an educational psychologist, health professional or social worker, where appropriate.
- Regulators and auditors, including Ofsted and the Department for Education, where required.

We do not transfer your personal information outside the UK other than where a service provider uses secure cloud infrastructure with appropriate safeguards in place, as set out in our supplier due diligence records.

7. How long we keep your information

We retain parent and carer contact information for as long as your child is on roll, and thereafter in accordance with our records retention schedule, which reflects the guidance set out in the IRMS “Information Management Toolkit for Schools”. Safeguarding records are retained in line with statutory guidance and our safeguarding policy.

8. Your rights

Under UK data protection law you have the right to:

- Be informed about how your personal information is used.
- Request access to the personal information we hold about you.
- Request that inaccurate information be corrected.
- Request erasure or restriction of your information in certain circumstances.
- Object to processing based on legitimate interests.
- Data portability, where applicable.
- Withdraw consent, where consent is the basis for processing.

To exercise any of these rights, please contact our Data Protection Lead at jnorman@ttsonline.net. Please note that where information is processed under a legal obligation or for safeguarding purposes, some rights may be limited, and we will explain this if it applies to your request.

9. Keeping your information up to date

Please tell us promptly of any changes to your contact details, parental responsibility status, or any court order or arrangement that affects who the school may contact or share information with, so that we can continue to reach the right person quickly, including in an emergency or safeguarding situation.

10. Complaints

If you have a concern about how we handle your personal information, please contact our School Data Protection Lead in the first instance. If you remain concerned, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

11. Changes to this notice

We may update this notice from time to time. This notice was last reviewed on *4th September 2026* and will next be reviewed by *4th September 2027.*