

PRIVACY POLICY – LGfL & Senso Monitoring (Safeguarding) Service with Senso (Renato Ltd)

OVERVIEW

Our Intent. We are committed to safeguarding the privacy of users of our services and we will only use the information we collect about your school lawfully. We intend to help schools have regard to the Department for Education’s ‘seven golden rules for sharing information’ contained within ‘[Information Sharing – Advice for practitioners providing safeguarding services for children, young people, parents and carers](#)’.

Changes to Data Protection Legislation. The European Union’s General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 (DPA 2018), has introduced significant and enhanced rights for Data Subjects, including users of this service. This Privacy Notice seeks to outline these rights and also the way personal data is processed by LGfL & Senso (Renato Ltd), so that Data Subjects (you) have transparency.

Data Subject’s Privacy Notice. This Privacy Notice should be read by Data Subjects, i.e. “you,” or any identifiable person using the London Grid for Learning (LGfL) monitoring (safeguarding) service.

The Data Controller. Your school decides the purpose and means of processing your data and is therefore the Data Controller. LGfL provides monitoring (safeguarding) to your school as a Data Processor and the sub-processor is Senso (Renato Ltd).

The Data Processor. LGfL provides monitoring (safeguarding) to your school as your Data Processor and Senso (Renato Ltd) is the Sub Processor. Please read this policy in conjunction with the Senso privacy policy at senso.cloud/gb/privacy-policy.

The LGfL data protection contact details are:

- Email: dataprotectionenquiries@lgfl.net
- Mail: 9th Floor, 10 Exchange Square, Primrose Street, London, EC2A 2BR

Data Protection Officer (DPO). Your school will have a DPO who should be your first point of contact for data related queries as they are the Data Controller. LGfL have also appointed a DPO who can be reached at dataprotectionenquiries@lgfl.net. The LGfL DPO fulfils a number of roles, one of which is to be the primary and independent point of contact for Data Subjects, namely you. The preferred mechanism for Data Subjects to raise concerns regarding the processing of their personal data by LGfL is to contact your school as they are the Data Controller. If you wish to contact LGfL, please email or send a letter to our contact details above, at which point the enquiry will be forwarded to the DPO of your school.

Purpose of Processing Personal Data. The setup, configuration and response to notifications generated by captures within the LGfL / Senso monitoring

(safeguarding) service are the responsibility of individual Data Controllers (schools) and their users. The system is intended to address the 'Keeping Children Safe In Education' statutory guidance published by the Department for Education, and issued under Section 175 of the Education Act 2002, the Education (Independent School Standards) Regulations 2014, and the Non-Maintained Special Schools (England) Regulations 2015, insofar as it refers to 'appropriate monitoring'. The service will also help schools to comply with the Department for Education's non-statutory 'Filtering and monitoring standards for schools and colleges'. It will also help LGfL to collate behaviour and safeguarding trends on regional and national levels which will be used to improve training, advice and guidance and shared for the benefit of schools across the country.

It also supports schools in having due regard to the 'Revised Prevent duty guidance: for England and Wales' statutory guidance published by the Home Office and issued under Section 29 of the Counter Terrorism Act 2015.

The intent of LGfL's monitoring (safeguarding) service is to allow safeguarding teams to effectively monitor the behaviour of students as they use school devices in school and at home, while browsing the internet and/or using other software. This is in order to comply with expectations set out in Keeping Children Safe in Education and the DfE standards mentioned above, where an expectation of user monitoring is established. This significantly increases the safeguarding of children by increasing the likelihood of detecting online harms.

Lawful Basis of Processing Personal Data When Visiting This Website. The lawful basis of processing your personal data when using LGfL's monitoring (safeguarding) service is *"processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller."*

Categories of Personal Data Processed by LGfL. The information within LGfL's monitoring (safeguarding) service should be within the policy of individual Data Controllers and is the responsibility of their users. However, LGfL & Senso will as a matter of routine process the following data:

- User First Name;
- User Surname;
- Username;
- History of websites visited
- Keystrokes entered where these have generated a capture
- Screenshots of device-based activity where a capture has been generated as above; and
- Workstation IP address.

The nature of the service is such that other categories of personal data may on occasion be captured where these are contained within the screenshots of behaviour and/or text entered by the user and captured as keystrokes.

Transfer of Personal Data Outside the EEA (European Economic Area). LGfL & Senso is only processed using UK based servers.

Sensitive Personal Data. The LGfL monitoring (safeguarding) service does not aim to collect and/or process Sensitive Personal Data. However, it is recognised that, as above, screenshots and text captures may at times inadvertently do so, and this could have a potential negative reputational impact.

Sale or Passing of Personal Data to Third Parties. We will not sell or pass your personal data to any company without your explicit consent. However, to support Safeguarding or Law Enforcement investigation, LGfL may be required to pass personal data outside of normal processes, for very specific and limited purposes.

Retention of Personal Data. Personal data will be retained within the system for the duration of the contract. Safeguarding data is currently retained for 5 years on the platform. Senso (Renato Ltd) will only retain personal information for as long as necessary to fulfil the purposes it was collected for, including for the purposes of satisfying any legal, operational, accounting, or reporting requirements. Schools will be responsible for retaining any data from captures which may be required to fulfil child protection and safeguarding requirements. This will mostly take the form of exporting the information from a capture to a separate safeguarding reporting and logging system.

Data Subject's Rights. Under data protection legislation you have a number of Rights which we have outlined below:

- **Right of Access.** You are entitled to access your personal data so that you are aware of and can verify the lawfulness of the processing. This is best achieved through submitting a Subject Access Request (SAR). In summary, Data Subject's (you) have the right to obtain:
 - Confirmation that your data is being processed;
 - Access to your personal data (a copy); and
 - Other supplementary information, which corresponds to the information in this Privacy Notice.

Fees and Timings. This information will be provided to you without charge; without delay and within one month. If an extension is required you will be informed of this. If requests are considered manifestly unfounded or excessive, in particular because they are repetitive, LGfL may choose to:

- Charge a reasonable fee taking into account the administrative costs of providing the information; or
- Refuse to respond.

The reasons for this will be formally notified to you and your rights to appeal to the appropriate Supervisory Authority, i.e. UK Information Commissioner's Office (ICO) ico.org.uk will be highlighted.

Identify Verification. To protect your personal data, LGfL will seek to verify your identity before releasing any information, which will normally be in electronic format.

- **Right of Rectification.** You are entitled to have personal data rectified if it is inaccurate or incomplete. If any data held about you is inaccurate or incomplete, LGfL will respond within one month of your request. In the unlikely event LGfL does not act on the request for rectification, LGfL will inform you of your rights to complain or seek judicial remedy.
- **Right of Erasure.** You may request the deletion or removal of personal data where there is no compelling reason for its continued processing. The Right to Erasure does not provide an absolute *'right to be forgotten.'* However, you do have a right to have personal data erased and to prevent processing in specific circumstances:
 - Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed;
 - When you withdraw consent (and this is the basis of processing);
 - When you object to the processing and there is no overriding legitimate interest for continuing the processing;
 - The personal data was unlawfully processed;
 - The personal data has to be erased in order to comply with a legal obligation; and
 - The personal data is processed in relation to the offer of information society services to a child.
- **Right to Restrict Processing.** When processing is restricted, LGfL are permitted to store the personal data, but not further process it. In this event exactly what is held and why will be explained to you by LGfL.
- **Right to Data Portability.** You may request to obtain and reuse your personal data for your own purposes across different services. This allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability. The Right to Data Portability only applies:
 - To personal data you have provided to LGfL;
 - Where the processing is based on your consent or for the performance of a contract; and
 - When processing is carried out by automated means.

In these circumstances LGfL will provide a copy of your data to you in CSV format free of charge, without undue delay and within one month. If there is a delay to this, you will be informed by LGfL.

- **Right to Object.** You have the Right to Object to:
 - Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
 - Direct marketing (including profiling); and
 - Processing for purposes of scientific/historical research and statistics.

- **Automated Decision Making and Profiling.** LGfL do not employ any automated decision-making or conduct profiling of Data Subjects.

Cookies. This section outlines the type of cookies applies by LGfL & Senso. By using LGfL & Senso, you agree your personal information will be handled as described in this Privacy Notice. The cookies we may use are described as below:

- **Session Cookies.** These are stored while you browse the LGfL or Senso website / portal and then deleted once you leave.
- **Performance Cookies.** These help us to track how people are using our site. They help us to know what pages people are using most and how users navigate around the site, we use this information to make informed decision about how we can improve the user experience of our site. The information we get using these cookies is completely anonymous and we will make no attempt to identify you or influence your experience of our site while you are on it.

Please note that as you interact with the Senso Site, they may automatically collect Technical Data about your equipment, browsing actions and patterns.

How Do We Use Your Data? We use the data that we collect about you for the following purposes:

- To provide services related to your Account;
- To communicate with you about your use of LGfL's monitoring (safeguarding) service, your Account and/or Services we offer or make available ;
- To respond to any enquiries that you submit to us;
- To operate and improve LGfL's monitoring (safeguarding) service; and
- To better understand how users access, use the service and their Accounts, both on an aggregated and individualised basis, for the purposes of improvements.
- To inform the work of the LGfL Trust in meeting its charitable objective to keep children safe by monitoring behavioural and safeguarding trends by analysing the content of anonymised captures from the system and through cooperation with Senso (Renato Ltd), its human intervention team and academic linguistics partners from UK academic institutions. This will be used to inform the overall LGfL safeguarding service to schools.