

## Parents/Carer Privacy Notice

### Introduction

Personal information concerning staff, students, parents, and other individuals who come into contact with RAKAA is collected and used by the school. This data is gathered so that the school can deliver education and other related services. In addition, there may be a legal requirement to collect and use the information to ensure that the school complies with its statutory obligations. RAKAA School and staff are doing everything possible to protect the safety and confidentiality of personal information.

### Policy Purpose

The terms, conditions and statements within this policy are intended to ensure that personal information about parents and students is dealt with correctly and securely. This policy will apply to all information, regardless of how it is gathered, used, recorded, stored, or destroyed, and whether it is stored in paper or electronic forms.

By following these principles, all employees involved in the collection, processing, and disclosure of personal data must be aware of their roles and responsibilities.

### Data Protection Principles

- ✓ Personal data will be processed fairly and lawfully
- ✓ Personal data will be adequate, relevant, and not excessive
- ✓ Personal data must be accurate and maintained up to date as needed.
- ✓ Personal data processed for any reason will not be maintained for any longer than is required (if time sensitive documents)
- ✓ Personal data will be kept secure

### General Statement

The school is always committed to maintaining the above safety principles. Therefore, the school commits to the following actions:

- ✓ Inform individuals why information is being gathered and when it is being collected.

- ✓ Inform individuals when their information is shared, and why and with whom it was shared
- ✓ Examine the information it contains for quality and correctness.
- ✓ Ensure that information is not retained for longer than is necessary
- ✓ Ensure that clear and robust safeguards are in place to protect personal information from loss, theft, and unauthorised disclosure, irrespective of the format in which it is recorded
- ✓ Only share information with others when doing so is legal.
- ✓ Ensure our parents are aware of and understand our policies and procedures

### **Actioning an Access Request**

Any parent has the right to obtain information about themselves or their children who are registered in RAKAA school.

We will follow the below procedures in case if you request access to your personal information:

- ✓ Give you a description of it
- ✓ Give you a copy of the information

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make an access request to your data in our school's management system or get To Whom It May Concern Letter, Good Conduct Letter or a replacement for Report Card please contact our Data Protection Officer (Mrs. Mashael Al Shehhi).

### **The reason for keeping the data and how it is being used**

RAKAA School collects information from students and may receive information about students from other organisations, including other schools, and the Ministry of Education.

The collection of this information will benefit all RAKAA parents and students by:

- ✓ Supporting students teaching and learning
- ✓ Monitoring and reporting on students' progress
- ✓ Providing appropriate pastoral care

- ✓ Assessing how well the school is doing
- ✓ Contacting Parents/carers to support their child
- ✓ Protecting student welfare
- ✓ Administering admissions waiting lists
- ✓ Complying with the law regarding data sharing

This information includes but is not limited to:

- ✓ Contact details, identification documents
- ✓ Internal and external assessment results
- ✓ Attendance information
- ✓ Personal characteristics such as ethnic group, special educational needs, and relevant medical information.
- ✓ Financial records
- ✓ Photos and video recordings of online classes and events
- ✓ CCTV records captured in the academy

Personal data that we may collect, use, store, and share (when appropriate) about parents/carers includes, but is not limited to:

- ✓ Contact details, identification documents
- ✓ Family Links
- ✓ Parent/carer details
- ✓ CCTV records captured in the academy

### **Basis for Using Data**

We only gather and use personal data about parents and students where the law permits it.

Most commonly, we process it in the following situations:

- ✓ We need to comply with a legal obligation to ministerial departments such as MOE/MOH

### **Collecting Information**

While most of the information we gather about parents and students is required, certain information can be shared voluntarily.

We make it clear if submitting information is required or optional whenever we collect information. If it is required, we will explain the repercussions of failing to comply. If it is optional the parent has the right to provide or not.

### **Storing and Accessing Data**

We keep personal information about parents and students while students are still enrolled in RAKAA. We may also keep it after their attendance in RAKAA if this is necessary to comply with our legal obligations. This information is not shared after transferring from RAKAA without expressed permission from the parent.

Staff, students, and parents' data is stored in the Mognasys School management system database, which is hosted on the cloud. This information is only accessible to authorized staff who has different roles and permissions in the system. Authorized users can access data using their accounts which were created by the IT department. Authorized users don't share their credentials with any other user. The service provider is doing backup for the data regularly. In addition, a backup for the database is given to the IT department. IT department then store this data off-site using external drive in the principal's house (refer to the technical security policy).

Other documents created by the HR and Registration departments that contain information about staff and students are also stored on the school's server and are monthly backed up in campus and off campus.

Employees who have access to the data use strong passwords that are changed on a regular basis (refer to the password policy and guidelines).

Personal information may only be accessed on devices that are password protected. Any device that can access data must be locked when not in use.

### **Data Sharing**

We do not share information about students and parents with any third party without consent and knowledge unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data and privacy protection law) we may share personal information about students with:

- ✓ Ministry of Education (MOE)
- ✓ Examining bodies (for example and noted limited to TIMSS, PISA, EMSAT, PSAT, SAT)
- ✓ Suppliers and service providers – to enable them to provide the required services they are contracted for
- ✓ Ministry of Health (MOH)

### **Registration With MOE For Private Schools**

We are required to provide information about students to the MOE as part of statutory data collections.

### **Secure data transfer and access outside of school**

Where we transfer personal data inside or outside the country, we will do so in accordance with UAE data and privacy protection law and with the consent and knowledge of the individual.

### **Other Rights**

Individuals have specific rights regarding the use and storage of their personal data, including the right to the following:

- ✓ Object to the use of personal data if it would cause damage
- ✓ Object to being used to send direct marketing
- ✓ Update personal data after signing the data alteration form

### **Data Alteration Process**

To ensure the data integrity and confidentiality, if parents require to update some information in the system like changing email, mobile number, etc.. they should sign the data alteration form in school. Then the concerned department will update the data in the school's system accordingly.

## **Reporting**

Data users' activities in relation to electronically stored personal data will be logged, and these logs will be monitored by the IT department. The school is reviewing, and analysing data of incidents reports once per month to inform decisions.

Audit logs will be kept as evidence of accidental or intentional data security breaches, such as the loss of protected data or violations of acceptable use policy.

Any loss of sensitive data must be reported immediately to the IT department.

## **Data Retention**

Data retention is the storing of information for a specified period.

School will keep the records of students and parents maximum for 5 years.

## **Disposal of Data**

Data stored in the external hard drives will be physically destroyed. Also any old systems which are not in use the hard drives will be removed from it and will be physically destroyed.

## **Complaints**

We take 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.

To make a complaint, please contact our Data Protection Officer.

## **Related Links:**

- Data and privacy protection in the UAE  
[Data protection laws - The Official Portal of the UAE Government](#)
- [Password Policy and Guidelines](#)
- [Student Acceptable Use Policy](#)
- [Online Safety Policy](#)
- [Technical Security Policy](#)

**AGREEMENT FORM**

By signing this form and turning it in to registration department you agree to the terms of the Parents/Carers Privacy Notice.

All fields are required.

Parent/Carer Full Name: \_\_\_\_\_

Child/Children Name & Grade: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_