



Rhagoriaeth i bawb - Excellence for all

Arolygiaeth Ei Mawrhydi dros Addysg
a Hyfforddiant yng Nghymru

Her Majesty's Inspectorate
for Education and Training in Wales

Privacy notice

October 2009



INVESTORS | BUDDSODDWYR
IN PEOPLE | MEWN POBL

The purpose of Estyn is to inspect quality and standards in education and training in Wales. Estyn is responsible for inspecting:

- ▲ nursery schools and settings that are maintained by, or receive funding from, local authorities (LAs);
- ▲ primary schools;
- ▲ secondary schools;
- ▲ special schools;
- ▲ pupil referral units;
- ▲ independent schools;
- ▲ further education;
- ▲ adult community-based learning;
- ▲ youth support services;
- ▲ youth and community work training;
- ▲ LAs;
- ▲ teacher education and training;
- ▲ work-based learning;
- ▲ careers companies;
- ▲ offender learning; and
- ▲ the education, guidance and training elements of the Department for Work and Pensions funded training programmes.

Estyn also:

- ▲ provides advice on quality and standards in education and training in Wales to the National Assembly for Wales and others; and
- ▲ makes public good practice based on inspection evidence.

Every possible care has been taken to ensure that the information in this document is accurate at the time of going to press. Any enquiries or comments regarding this document/publication should be addressed to:

Publication Section

Estyn

Anchor Court

Keen Road

Cardiff

CF24 5JW or by email to publications@estyn.gsi.gov.uk

This and other Estyn publications are available on our website: www.estyn.gov.uk

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Privacy notice

How we use your information

This privacy notice tells you what to expect when Estyn collects personal information. It applies to information we hold about:

- individuals in relation to Estyn's provision of services;
- people who use our services;
- visitors to our website;
- individuals employed by Estyn; and
- individuals deployed by Estyn under contract or agreement.

Individuals in relation to Estyn's provision of services

In delivering our services, whether that involves conducting an inspection or researching a remit item, we create a registered file containing the details of the activity; such files may include the identity of individuals involved in the activity. For example, information collected during the inspection process or at training events may include personal data and similarly, information collected for the payment of services in relation to inspection may identify personal data.

When we publish individual inspection and remit reports, they contain the identity of the team members responsible for the report.

Estyn sends out publications to stakeholders and holds information about stakeholders registered on our forums which may include personal information. Estyn also holds sensitive personal information relating to safeguarding matters.

We will only use the personal information we collect to process the activity and to check on the level of service we provide. We compile and publish statistics showing information such as the number of people attending Estyn training courses, but no individuals are identifiable from that data.

We will keep personal information contained in registered files in line with our records retention policy and schedule (http://www.estyn.gov.uk/about_estyn/records_retention_policy_and_schedule_march_2008.pdf). It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

People who use our services

Individuals may contact us for information by submitting an enquiry or making a complaint. We have to hold the details of the people who access such services in order to respond. We only use these details to provide the service the person has requested and deal with any subsequent issues and to check on the level of service we provide. For example, we monitor the proportion of complaints responded to with

target timescales or number of subject access requests received under the Data Protection Act.

Visitors to our website

When someone visits our website we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the Estyn's website. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website.

We use Advanced Web Statistics version 6.7 (Awstats) to help analyse use of our website. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including your Internet Protocol (IP) address) is transmitted to Awstats. This information is then used to evaluate visitors' use of the website and to compile statistical reports on website activity for Estyn.

Estyn will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site. We will not associate any data gathered from this site with any personally identifying information from any source as part of our use of the Awstats statistical analytics tool. Awstats will not associate your IP address with any other data held by Awstats. Neither Estyn nor Awstats will link, or seek to link, an IP address with the identity of a computer user.

The search engine on our website is designed to be powerful and easy to use. The search is made possible by a piece of hardware (a search 'appliance') that is plugged into our server and continuously indexes the content on our site. All search requests are handled by the appliance and the information is not passed on to any third party.

If we do want to collect personally identifiable information through our website, we will be upfront about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Individuals employed by Estyn

Individuals employed by Estyn include job applicants and our current and former employees/seconded.

When individuals apply to work at Estyn, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand.

Personal information about unsuccessful candidates will be held in line with our retention schedule

http://www.estyn.gov.uk/about_estyn/records_retention_policy_and_schedule_march

[2008.pdf](#), it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with Estyn, we will compile a registered file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. We compile de-personalised statistical information about employees to help inform our activities, e.g. information relating to staff turnover, sickness absence, and staff training and development, but no individuals are identifiable from that data. We also need to share personal information about our employees with other bodies in order to provide certain services for them, for example, we share information about employees with the Welsh Assembly Government and their agents to enable salaries and pensions to be calculated accurately.

Once a person's employment with Estyn has ended, we will retain the file in accordance with the requirements of our retention schedule http://www.estyn.gov.uk/about_estyn/records_retention_policy_and_schedule_march_2008.pdf and then destroy or delete it.

Individuals deployed by Estyn under contract or agreement

Individuals deployed by Estyn under contract or agreement include applicants for the roles of independent inspectors (Registered inspectors, team and lay inspectors), additional inspectors, peer assessors and nominees, and current and former individuals deployed in these roles.

When individuals apply to work under contract or agreement for Estyn, we use the information they supply to us to process their initial application for training and subsequently to deploy them on inspection or inspection related work. Where we want to disclose information to a third party, for example where we want to obtain a 'disclosure' from the Criminal Records Bureau or pass information to a school inspection contractor for them to deploy the individual on inspection, we will not do so without informing them beforehand.

Personal information about unsuccessful applicants will be held in line with our retention policy http://www.estyn.gov.uk/about_estyn/records_retention_policy_and_schedule_march_2008.pdf, it will then be destroyed or deleted. We may retain de-personalised statistical information about applicants to help inform our inspection and deployment activities, but no individuals are identifiable from that data.

Once an individual has been accepted to work for Estyn under contract or agreement, we will compile a registered file relating to their deployment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's deployment. Personal information will also need to be collected for the payment of services in relation to that person's deployment. We compile de-personalised statistical information about individuals to help inform our activities, e.g. information relating to numbers deployed on inspection, but no individuals are identifiable from that data.

Once an individual's work with Estyn has ended, we will retain the file in accordance with the requirements of our retention schedule and then destroy or delete it.

Access to personal information

Estyn tries to be as open as it can be in terms of giving people access to their personal information. Subject to certain exemptions, you are entitled to be told if we hold any personal data about you and a right to a copy of that information. If you decide you want a copy of that information, we must give you a description of the data including an explanation of any unintelligible terms, tell you where we obtained the data from, give you an explanation about any automated decisions that we have made using the data, tell you for what purposes we process the data and tell you whether we have disclosed this data to other parties.

Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998.

To make a request to Estyn for any personal information we may hold, you need to contact our Information Officer using the contact details provided below. Requests for information must be made by completing a subject access request form and must be accompanied by a £10 fee, made payable to Estyn. Estyn's Data Protection Policy and subject access request form http://www.estyn.gov.uk/about_estyn/Data_Protection_Policy_2007.pdf provides more information.

Where possible, and if you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to amend, update or correct your details by, once again, contacting the Information Officer.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the individuals concerned and with other relevant parties. We shall limit details of the complaint and its investigation to those dealing with it but the Freedom of Information Act 2000 (FOIA) may not always allow us to preserve confidentiality. Further information on the FOIA is available in Estyn's Freedom of Information Policy http://www.estyn.gov.uk/about_estyn/FolAct.pdf

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Estyn's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to Estyn's address below.

We keep our privacy notice under regular review and we will place any updates on this webpage. This privacy notice was last updated on 9 October 2009.

Complaints or queries

Estyn tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions to help us improve our procedures.

For more information, please refer to Estyn's feedback and complaints procedure http://www.estyn.gov.uk/about_estyn/Final_Feedback_and_Complaints_Leaflet_V7_February_2009.pdf.

How to contact us

Requests for information about our privacy notice can be emailed to the Information Officer at enquires@estyn.gsi.gov.uk or by writing to:

Information Officer
Estyn,
Anchor Court,
Keen Road,
Cardiff.
CF24 5JW

Tel: 02920 446 446

Fax: 02920 446 448

Information Commissioner's Office

When we ask you for information, we will keep to the law, including the Data Protection Act 1998. For independent advice about access to information and data protection matters you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office – Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Telephone: 02920 448 044
Fax: 02920 448 045
Email: wales@ico.gsi.gov.uk

You can find out more about the information Estyn publishes by referring to our publication scheme
http://www.estyn.gov.uk/about_estyn/estyns_publication_scheme_december_2008.pdf.