

Privacy Notice

This is the Privacy Notice for Quality Education Solutions Ltd t/a QES's web application Case Review, issued in accordance with the General Data Protection Regulation (GDPR).

Introduction

This Privacy Notice tells you what to expect us to do with your personal information when you make contact with us or when you use the Case Review product. This Privacy Notice explains your privacy rights and responsibilities.

In this Privacy Notice QES will refer to ourselves as **we, our, or us**.

We will refer to you, the user of the Case Review product, as **you**.

Where we are talking about the Data Controller, that being the local council area(s) or borough(s) who are providing the Case Review product you are using, we will refer to them as the **Controller**.

This notice sets out:

- How we will process any personal data about you and what it will be used for;
- Your rights under the General Data Protection Regulation (GDPR) in connection with the way your personal data is handled; and
- Your responsibilities when providing or accessing personal data about other people.

There are two sections to this Privacy Notice:

Section 1: covers the personal data about you that either the Controller has provided or that you provide when accessing the Case Review product. This may include your name, email address, telephone number, and other information about you.

Section 2: covers the personal data about other people that you may have access to when you access the Case Review product. This may include the personal data of deceased children, their family members, medical professionals, and other people or professionals involved with individual cases.

QES is the name that Quality Education Solutions Ltd trades under. **QES are Data Processors.**

Questions and comments regarding this Privacy Notice should be emailed to: info@qesonline.com

Section 1: Data and information about you that we process

Your personal data

- We will be the Data Processor in respect of your personal data that is collected and used in Case Review.
- By accessing and using the Case Review system, personal information about you and others will be collected or received. Certain personal information may be collected from or about you. All data (including your personal data) will be processed in accordance with this policy.

Your personal data – what do QES collect?

- The information that QES collects as the Data Processor for Case Review is different from the information that your local area or borough Case Review system will collect as the Data Controller.
- QES may collect information about how you use the service and the times at which you access the service. Such information may include IP address (this is the number that can uniquely identify a specific computer or other network on the internet) and details of the browser you have used (such as Google Chrome or Internet Explorer). This will be collected in such a way that it will be statistical data about your browsing patterns and actions, and does not identify you.
- If you contact QES (for example by phone or via the Service Desk), or if we need to contact you, we may retain the contact details that you have provided, and a record of communications between us.

How will we store your personal information?

- On behalf of the Controller, we store all customer data (including your personal data) on servers which are located in the United Kingdom. These servers are protected by passwords and firewalls.
- To keep your data secure, all transportation of information is transferred over an encrypted channel.

Cookies

- We use cookies on Case Review websites.

- Most browsers allow you to reject all cookies. Blocking all cookies will, however, have a negative impact upon the usability of many websites.
- For information about the cookies we use please refer to our Cookie Policy.

Access to information

- The General Data Protection Regulation (GDPR) gives you the right to access information held about you.
- If you wish to access the information held about you, please contact the Controller. Requests for information must be submitted through the Data Controller for your personal data. You have the right to receive your personal data, from the Data Controller, in a structured, commonly used, and machine-readable format.

Section 2: Data and information about other people that you may have access to

Personal data that we hold

- The Controller is wholly responsible for the data that is stored and used in Case Review.

Data that you provide to Case Review

- You are responsible for ensuring that you have the necessary rights and permissions to provide data in Case Review. This includes entering data in the forms and fields provided within the website.
- You need to consider your obligations under the Data Protection Act 2018 and the GDPR and/or any corresponding laws or regulations relating to information sharing, consent, and safeguarding requirements. You also need to consider any relevant policies, guidance and procedures that your organisation has in place.
- If you have any doubt as to whether you have the necessary rights and permission to provide any data to Case Review, you should not provide it and should contact the individual who manages your Case Review system. Alternatively, please contact your manager or supervisor.

What data about other people might you have access to?

- The data about other people that you may have access to could include the names, addresses, telephone numbers, and dates of birth of both children who have died and their family members.

- In addition to this you may also have access to “sensitive personal data” (as defined in the GDPR) including information relating to things such as religious beliefs, confidential safeguarding information, or health records.
- It is therefore very important when accessing information that you are aware of your data security, privacy, and confidentiality responsibilities in accordance with your organisation’s policies and procedures.

Responsibilities when accessing Case Review

- In order to access the Case Review, you will have been provided with the necessary log in details.
- It is your responsibility to ensure that your access of Case Review is in accordance with appropriate permissions and access controls.
- You should only access Case Review when it is necessary for you to perform your roles and responsibilities. If you have not been designated as an administrator but find you have administrator access you must stop using the service and report this to the person that created your user account immediately.
- When accessing Case Review as an administrator, you must be aware that you will have the ability to grant other users access to sensitive personal data. You must only grant this access to users who are sufficiently trained in accordance with your organisation’s procedures and policies.

Sharing other people’s data

- It is important that you do not share any data about other people in accordance with your organisation’s procedures and policies, and the training you have received.