



Data protection: what to do if...

Quick reference for all staff

Our Data Protection Officer: _____ **Contact:** _____ **Our DSL:** _____

If...	Then...	Timescale
Someone asks for a copy of their (or their child's) information	It's a subject access request, however it's worded or sent. Pass it to the SAR lead or DPO the same day.	1 calendar month (3 if complex). Holidays don't stop the clock.
Someone asks you to correct, delete, stop using or restrict their data	Log it and pass it to the DPO. Don't promise deletion.	1 calendar month
A parent asks to see the educational record (maintained schools)	Pass it to the office or DPO.	15 school days
Data is lost, sent to the wrong person, stolen or locked by ransomware	Tell the DPO immediately, even if unsure. Contain it: recall the email, ask the recipient to delete it, change passwords.	Regulator within 72 hours if there's a risk
Someone complains about how we use their data	Log it, pass it to the DPO, acknowledge it.	Acknowledge within 30 days
You're worried about a child	Follow the safeguarding policy and tell the DSL. Data protection is not a barrier to sharing.	Immediately
The police or another agency asks for information	Refer it to the DSL or DPO. Verify the request, share only what's necessary and record it.	Case by case
You want to use a new app, website or AI tool with pupil data	Check the approved list. If it isn't on it, ask the DPO first (a DPIA may be needed).	Before you start
You want to post a pupil photo online	Check the consent list first, and don't use full names.	Every time

Every day

- ☐ Lock your screen when you step away
- ☐ Use MFA and a different passphrase for each account
- ☐ Check recipients before you press send, and use BCC for parents
- ☐ Keep a clear desk and lock away paper files
- ☐ Shred confidential waste and collect printing promptly
- ☐ Use only school devices and approved apps for school data
- ☐ Report suspicious emails and don't click unexpected links
- ☐ Never put identifiable pupil data into public AI tools