

# Information Governance

Service Specification 2022

**Information Governance Unit**



## **Information Governance**

Keeping your essential information safe and secure

The Information Governance Unit (IGU) offer advice, guidance and training on information and cyber security and compliance with the data protection law, including the Data Protection Act, UK General Data Protection Regulation and the Freedom of Information Act.

The Information Governance Service Level Agreement package can be tailored to your setting, with bespoke quotes for Multi Academy Trusts and Federations and a tiered approach to service delivery, providing ultimate flexibility to suit specific needs.

## Standard SLA

### Information and Cyber Security, Data Protection & Freedom of Information

This first tier in the Information Governance SLA offer ensures that schools with policies, procedures and processes already in place, have access to day to day advice on the following topics:

CCTV	Information Security Policy
Consent	Information Security Report
Data Breach*	International Transfers of data
Data Flow/Mapping	Privacy Notice
Data Protection Impact Assessment (DPIA)*	Redaction
Data Protection Policy	Retention
Freedom of Information	Subject Access Request (SAR)*
Information and Cyber Security	Third Party Contractors
Information Asset Register	

\*These topics receive further specialist support under the DPO SLA

It is expected that any school purchasing this package will already have an independent Data Protection Officer (DPO) appointed.

Please note: The DPO must be an expert in data protection, adequately resourced and report to the highest management level. They can be externally appointed or an existing employee. If your DPO is a school employee, they must be impartial. Anyone whose role involves handling or processing any information held by the school would have a conflict of interest and would not be suitable to act as DPO.

### Training

IGU provide nine training sessions throughout the course of an academic year, three sessions per term. Each school may have up to two members of staff attend each session which is included in the price of the SLA.

### Information Security Health Check

Available on request, this health check comprises of a half day on-site visit and the production of an Information Security report and action plan (virtual for Out of County). A member of the team will step through reviewing security aspects of the school, the report will provide an outline with recommendations for appropriate action and measures to mitigate any risks found.

### E-Bulletins

All schools purchasing this package will receive a monthly e-bulletin containing relevant advice, information and dates of training sessions, updates on guidance or legislation and any data protection news specifically related to the Education Sector.

### Advice Line

The IGU team are on hand for advice via telephone and email 5 days a week, plus an out of hours number for emergencies.

## **DPO Service SLA**

### **Data Protection Officer Service**

The UK GDPR introduces a duty to appoint a Data Protection Officer (DPO) if you are a public authority or body, or if you carry out certain types of processing activities.

This second tier of the Information Governance SLA offer is designed to complement the Standard SLA with enhanced specialist support in areas where statutory timeframes, or specific legal obligations exist.

Please note: The DPO Service SLA can only be purchased if the Standard SLA has also been purchased.

### **Data Protection Officer**

This package fulfils your legal obligation to have a DPO appointed. The DPO is an independent monitoring and advisory role that supports your headteacher, senior leadership team and governing board towards compliance with the law.

### **Named Contact**

In providing a named DPO for publication in school policies, this enhanced package provides a professional point of contact for liaison with the Information Commissioner's Office (ICO).

### **Specialist Support**

Specific guidance and advice provided by specialist GDPR Practitioners on how to handle, respond, record and report in the following areas:

Data Protection Impact Assessment (DPIA)
Data Breach
Subject Access Request (SAR)

### **Advice Line**

The IGU team are on hand to provide support and advice via telephone and a dedicated DPO email inbox 5 days a week, plus an out of hours number for emergencies.

### **GDPR Gap Analysis**

A pre-requisite to the DPO Service SLA is the completion of a GDPR Gap Analysis, comprising a one-off on-site assessment of a school's existing data protection practices (virtual for Out of County).

### **Gap Report**

The Gap Report highlights areas of strength and tackles areas for development with a prioritised plan of action. Advice, supporting information and document templates will be provided to assist the school towards compliance.

# Information Governance SLA

## Overview

Subject	Tier One	Tier Two
	Standard SLA	DPO Service & Gap
	General day to day advice	Specialist support
CCTV	✓	
Consent	✓	
Data Breach	✓	✓
Data Flow/Mapping	✓	
Data Protection Impact Assessment		✓
Data Protection Officer (DPO)		✓
Data Protection Policy	✓	
E-Bulletin	✓	
Freedom of Information	✓	
Gap Analysis Report		✓
ICO Liaison		✓
Information and Cyber Security	✓	
Information Asset Register	✓	
Information Security Policy	✓	
Information Security Report	✓	
International Transfers of data	✓	
Privacy Notice	✓	
Redaction	✓	
Retention	✓	
Subject Access Request (SAR)	✓	✓
Third Party Contractors	✓	
Training	✓	

**The school remains the Data Controller as identified by GDPR and is the main decision maker regarding processing of personal data.**