

Privacy Notice for Schools and Colleges Early Support Service (SCESS)

updated April 2025

A Privacy Notice is a legal requirement when an organisation collects personal data. This is to make sure that individuals understand why we are collecting their data, what we do with it and how long we keep it for.

1. Who we are

The Anna Freud Centre, also known as Anna Freud (AF), has established the Schools and Colleges Early Support Service (SCESS) to provide support to pupils, parents/carers, and school/college support staff. The Anna Freud Centre is the data controller for data processed in the delivery of this service.

This notice informs you how we will use the personal data we collect from users of the SCESS service, including young people and their parents/carers, and school/college support staff. If you have any questions about the content of this notice you can contact us at:

- Email: info.scess@annafreud.org
- Anna Freud Centre, 4-8 Rodney Street, London N1 9JH
- Telephone: 020 7794 2313
- Data Protection Officer is Rachel Hart, DPO@annafreud.org

2. Purpose of the processing and the lawful basis for the processing

We are collecting your personal data to enable us to provide support to pupils, parents/carers, and school support staff in a number of ways. Essentially, we need to know some detail about you in order to provide support to you through SCESS.

Our lawful bases for processing your data are:

Art 6 1 (f) Legitimate interests: this means we have considered our need to process your data alongside your rights and freedoms and have taken steps to ensure we uphold your rights by using the minimum information necessary for our purposes and ensuring it is held securely and for only as long as we need it.

Personal information such as details of your health is sensitive data and rightly requires additional protection. Under the UK General Data Protection Regulation (UK GDPR) sensitive information is referred to as special category data. Because we process special category data we are required to comply with additional conditions for lawfully processing your data.

Generally, we rely upon

- 9(2)(h) processing is necessary for the purposes of the provision of health or social care or treatment

How we get information

We use information collected directly from you when you access SCESS, how we collect the data will depend on which support you use.

Offer	Data collection	Personal data collected	How we store your data
School/college application, onboarding, and information sessions	Online referral form; secure email; online meeting	<ul style="list-style-type: none"> • School name • School address • First name and Family name of School contact(s) • Job Title of school contact(s) • Work Phone Number of school contact(s) • Email address of school contact(s) • Working pattern (including safeguarding cover) of school contact(s) • Socio-demographics of school 	Data is held on Salesforce (CRM), Zoom and Microsoft Office. Application data collected prior to January 2023 is held on Flexi-grant.
Young Person individual consultation (11-15 years old referral from school/college) + Young Person individual consultation (16-17 years old self-referral pathway) + Young Person single session consultation (16-17 years old self-referral pathway)	Online referral form; Phone session /online meeting	<ul style="list-style-type: none"> • First name • Family name • Preferred name • Home address • Date of birth • Mobile number • School/college email address • Name of school or college • School or College year • Reason for referral • Details of current psychological therapy [if the YP is currently receiving any support from another service for their mental health and wellbeing or on the waiting list for NHS Children and Young People's Mental Health Services] • Sex assigned at birth • Identified gender • Ethnicity • Religion • Whether English is the Young Person's first language • If the Young Person has caring responsibilities • If the Young Person has care experience • Health data including if young person has an Education & Health Care Plan (EHCP). • If the Young Person currently receives free school meals • Accessibility requirements • Summary of the nature of the difficulties and summary of calls • Parent/Carer's first name • Parent/Carer's family name • Parent/Carer's preferred name • Relationship to Young Person • Contact telephone number and email address • Sex and identified gender of Parent/Carer • Religion of Parent/Carer • Ethnicity of Parent/Carer <p>For 11-15 year olds, Young Person details will be provided by the school/college and the parent/carer.</p> <p>For 16-17 year olds, Young People will self-refer and provide details. As a condition of our service, their parent/carer information must also be provided.</p> <p><i>The Young Person's school/college will be able to see this information as we operate within school/college safeguarding policies.</i> <i>If a Young Person shares that they/someone else is at risk of harm, information relating to this will be shared with the school/college as per the school/college safeguarding policy process and with the parent/carer.</i> <i>If SCESS believe there is an immediate risk to life, we have a duty of care to call 999.</i></p>	Data is held on Salesforce (CRM), Microsoft Forms and Cliniko. Outcomes data is stored on POD database.
Parent/carer individual consultation (only offered to parents/carers of Young People 11-15 years old)	Online referral form (Young Person 1:1); Phone conversation / online meeting	<p>Information will be obtained through the Young Person 1:1 individual consultation referral form.</p> <p>Additional information will be collected during the parent/carer 1:1 individual consultation session(s):</p> <ul style="list-style-type: none"> • Written summary of calls • Detail of current psychological therapy 	Data is held on Salesforce (CRM), Microsoft Forms and Cliniko.

who are with the service for the 1:1 offer)		<ul style="list-style-type: none"> • Health data <p><i>If a parent/carer shares that they/someone else is at risk of harm - information relating to this will be shared with the school/college as per the school/college safeguarding policy. If SCESS believe there is an immediate risk to life, we have a duty of care to call 999.</i></p>	Outcomes data is stored on POD database.
Offer	Data collection	Personal data collected	How we store your data
<p>Young Person 1:1 individual consultation (16-25 years old self-referral pathway)</p> <p>+</p> <p>Young Person single session consultation (16-25 years old self-referral pathway)</p>	<p>Online referral form; Phone session /online meeting</p>	<ul style="list-style-type: none"> • First name • Family name • Preferred name • Home address • Postcode of home address • Date of birth • Mobile number • School/college email address • Name of school or college • School or College year • Reason for referral • Details of current psychological therapy [if the YP is currently receiving any support from another service for their mental health and wellbeing or on the waiting list for NHS Children and Young People's Mental Health Services] • Sex assigned at birth • Identified gender • Ethnicity • Religion • Whether English is the Young Person's first language • If the Young Person has caring responsibilities • If the Young Person has care experience • Health data including if young person has an Education & Health Care Plan (EHCP). • If the Young Person currently receives free school meals • Accessibility requirements • Summary of the nature of the difficulties and summary of calls • If the Young Person wants any information shared with their School/College** <ul style="list-style-type: none"> • Parent/Carer's or Trusted Adult's first name • Parent/Carer's or Trusted Adult's family name • Parent/Carer's or Trusted Adult's preferred name • Relationship to Young Person • Contact telephone number and email address • Sex and identified gender of Parent/Carer • Religion of Parent/Carer or Trusted Adult • Ethnicity of Parent/Carer or Trusted Adult's <p>Young People will provide the referral details including that of the Parent/Carer or Trusted Adult.</p> <p>For a young Person aged 18-25, consent must be sought to share information with their school/college**</p> <p><i>**If a young person aged 18-25 shares that they or someone else is at imminent risk of serious harm, we will seek consent from them to contact the Designated Safeguarding Lead at their place of education. If they do not give consent and significant concerns remain, we have a duty of care to contact the Designated Safeguarding Lead at their place of education.</i></p>	<p>Data is held on Salesforce (CRM), Microsoft Forms and Cliniko.</p> <p>Outcomes data is stored on POD database.</p>
Psychoeducational webinars for Young People	<p>Zoom registration; Online form / questionnaire</p>	<ul style="list-style-type: none"> • First name • Family name • Email address • School/college name • School year(s) of students • Registration of sessions <p>We then have a pseudo anonymous feedback questionnaire which ask for:</p> <ul style="list-style-type: none"> • Gender • Ethnicity <p>The feedback questionnaire is not compulsory and the option of "prefer not to say" is present for all questions.</p>	Data is held on Salesforce (CRM), Zoom and Microsoft Forms.
Parent/Carer Webinars	<p>Zoom registration; Online form / questionnaire</p>	<ul style="list-style-type: none"> • First name • Family name • Email address • Attendance at sessions 	Data is held on Salesforce (CRM), Zoom and Microsoft Forms.

		<ul style="list-style-type: none"> School/college that the parent/carer's child(ren) attend School/college year of child(ren) <p>We then have a pseudo anonymous feedback questionnaire which ask for:</p> <ul style="list-style-type: none"> Gender Ethnicity <p>The feedback questionnaire is not compulsory and the option of "prefer not to say" is present for all questions.</p> <p>For live webinars participants will be able to see the other participants, but it will be agreed at the start of each webinar that this is a confidential space and participants will agree not to share details of other participants outside of the webinar. Participants can chose to be off camera and use an alias as their name.</p>	
Parent/Carer on-demand Webinars	Zoom registration; Online form / questionnaire	<ul style="list-style-type: none"> First name Family name Email address Registration of sessions School/college that the parent/carer's child(ren) attend School/college year of child(ren) <p>We then have a pseudo anonymous feedback questionnaire which ask for:</p> <ul style="list-style-type: none"> Gender Ethnicity <p>The feedback questionnaire is not compulsory and the option of "prefer not to say" is present for all questions.</p>	
Offer	Data collection	Personal data collected	How we store your data
School & College Staff individual wellbeing consultations	Online form; Phone conversation / online meeting	<ul style="list-style-type: none"> First name Family name Preferred name Date of birth Mobile number Email address Name of school or college Average class size taught No. of years teaching experience. Reason for referral Details of current psychological therapy Sex Identified gender Ethnicity Religion Accessibility requirements Summary of the nature of the difficulties and summary of calls <p><i>If a school/college staff member shares that they/someone else is at imminent serious risk of harm - information relating to this will be shared with the school/college designated safeguarding lead as per the school/college safeguarding policy. If SCESS believe there is an immediate risk to life, we have a duty of care to call 999.</i></p>	Data is held on Salesforce (CRM), Microsoft Forms and Cliniko.
On demand webinars school/college staff	Zoom registration; Online form / questionnaire	<ul style="list-style-type: none"> First name Family name Email address School/college name Job role Webinar registration <p>We then have a pseudo anonymous feedback questionnaire which ask for:</p> <ul style="list-style-type: none"> Gender Ethnicity <p>The feedback questionnaire is not compulsory and the option of "prefer not to say" is present for all questions.</p>	Data is held on Salesforce (CRM), Zoom and Microsoft Forms.

To help with our support offers, we also have an enquiries email address info.scess@annafreud.org. Emails are stored securely.

We hold all information confidentially, including information relating to equity & diversity, such as ethnicity & gender. As part of our service evaluation, we may use some information to monitor and identify where we need to focus efforts to ensure we are reaching a representative audience.

3. Who we share your data with

With the exception of the referring school/college, the data we process is not shared with other organisations in an identifiable format, though we do share anonymous and/or aggregate data and statistics with our funders and for marketing purposes, but individuals are never identified in those reports.

We use [Salesforce](#) as our CRM (Customer Relationship Management) software. Data for Salesforce/the CRM will be stored in servers maintained by [Cirrico](#). Within Salesforce we use [SMS Magic](#), [DocuSign](#), [PDFTron](#), [FormAssembly](#) and [Booker25](#). We also use [Clinikol](#), [Zoom](#), Microsoft Office tools including [Microsoft Teams](#). To develop our understanding of how to best help children, young people, school staff and parents and carers and to evaluate whether our work is effective, we collect outcome measures from those receiving treatment at various points in treatment and / or assessment. The scores from the outcomes data are entered into our Patient Outcomes Database (POD) to assist with the evaluation of the data. The data held in this database is pseudonymised which means that all identifying information is removed and replaced with a code, so you cannot be easily identified.

We have previously used [Flexi-Grant](#) for school/college application data prior to January 2023.

We have data processing agreements in place with our processors which restrict their use of your data to our agreed purposes.

Generally, we will ask your permission before we share your data, but in some circumstances, we may be legally obliged to share information, for example under a court order. Where we do share, we satisfy ourselves that we have a lawful basis on which to share the information and document our decision making.

Safeguarding

If we have any safeguarding concerns about a child accessing the service, we have a duty of care to share relevant information with the school/college's Designated Safeguarding Lead (DSL) or team. Any safeguarding concerns are managed by the school/college as per their safeguarding process.

If a young person aged 18-25, who is accessing the service, shares that they or someone else is at imminent risk of serious harm, we will seek consent from them to contact the Designated Safeguarding Lead at their place of education. If they do not give consent and significant concerns remain, we have a duty of care to contact the Designated Safeguarding Lead at their place of education.

If we believe there is a risk of harm to an individual within the service or a third party, information relating to this may be reported without consent. If SCESS believe there is an immediate risk to life, we have a duty of care to call 999.

How long we retain your data

Where we use data for the purpose of you accessing non-clinical offers with SCESS, the length of retention is detailed below. At the end of this period your data will be securely disposed of.

Category	How long we hold your data	Reason
Young people aged 11-17	Until the young person's 25 th birthday	The exceptions to this will be records relating to young people who are subject to child protection arrangements, which will be retained for 75 years; and records for children in care (looked after) which will be retained for 101 years.
Young people aged 18-25	20 years after last contact with the YP	In line with retention period for mental health data
Parents and Carers (of 11-15)	Until the young persons 25 th birthday	In with retention for YP
Parents and carers accessing our webinars	2 years from date of access	Business need
School/College staff	2 years from date of access	Business need

4. Your data rights

Under data protection law, you have rights we want to make you aware of. The rights available to you depend on our reason for processing your information and may only apply in certain circumstances. You can check the [Information Commissioners website](#) for more detail or contact the DPO.

- **Your right to be informed** - this notice informs you what data we collect and how we use it.
- **Your right of access** - You have the right to ask us for a copy of your personal information.
- **Your right to rectification** - You have the right to ask us to correct information which you think is inaccurate or incomplete.
- **Your right to erasure** - This is known as the 'right to be forgotten' and you have the right to ask us to erase your personal information in certain circumstances, such as where it is no longer required.
- **Your right to restriction of processing** - You have the right to ask us to limit the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to request we stop processing some or all of your data.
- **Your right to data portability** - This only applies to information you have given us and where we rely upon your consent to process the data.
- **Rights around automated decision making and profiling**

You are not required to pay a charge for exercising your rights. We generally have one month within which to respond to your request.

Please contact us at DPO@annafreud.org if you wish to make a request with regard to any of your rights.

5. Making a complaint

If you feel we may not be handling your data appropriately or if you have any queries or concerns about this you can contact us, DPO@annafreud.org

You can also, at any time, make a complaint about our processing of your data to the Information Commissioner, <https://ico.org.uk/global/contact-us>

6. Obligation to provide data and automated decision making

There is no legal or statutory obligation for you to provide your data to us. We only ask for the minimum information we need to provide appropriate support to you.

Last updated April 2025