

**Information Governance & UK General Data Protection Regulation (UK GDPR)   
support and advice (IG SCHOOLS)**

**Service Level Agreement (Schools)**

**Purpose of SLA**

This agreement is between Herefordshire Council (Information Governance Team) and the School (or cluster of schools), Academy or Multi Academy Trust (“the school”) which takes up the IG support and advice service. This document details the service delivery obligations of each party.

**Points of contact**

The main point of contact for the management of this service level agreement is:

1. Claire Jacobs (Information Governance Manager)

[Claire.Jacobs@herefordshire.gov.uk](mailto:Claire.Jacobs@herefordshire.gov.uk) tel: 01432 260263

The main point of contact for Information Governance enquiries is:

1. Samantha Smith (Information Governance Officer Schools) [Informationgovernance@herefordshire.gov.uk](mailto:Informationgovernance@herefordshire.gov.uk), Direct Dial: 01432 260282

**Service overview**

Information Governance and Data Protection can be a complex area with regular changes to legislation that affect individuals and organisations in the management of personal data, records and information.

Herefordshire Council’s Information Governance Team will use their professional expertise to provide school-focused solutions across the full range of information governance matters and individual information casework.

**Service description**

Full details of the services offered can be found in the attached IG Schools Service Offer and Pricing document.

**Data Protection, Information Sharing and Confidentiality**

IG Schools is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection. IG Schools will comply with the relevant data protection laws and will:

* only act under the terms of this SLA and any further written instructions the school may provide from time to time. All staff providing the service are subject to a duty of confidence and are aware of their obligations regarding the security and protection of personal data.
* IG Schools will use its best endeavours to safeguard and protect all personal data from unauthorised or unlawful processing, including (but not limited to) accidental loss, destruction or damage and will ensure the security of processing through the demonstration and implementation of appropriate technical and organisational measures.

**Data Processing Schedule**

In order to provide the services set out in this SLA IG Schools will, from time to time, process all categories of personal data held by the School (relating to pupils, parents, carers, staff, agency staff, volunteers, governors, members of the public) as set out in the school’s privacy notices.

**Schools’ responsibilities**

* Ensure that the Information Governance team has all the information necessary to ensure advice is appropriate, robust and relevant
* Act promptly in submitting requests and actioning paperwork
* Notify the Information Governance Team promptly if a data breach occurs
* Provide information reasonably requested by the Information Governance Team to agreed timescales
* Inform the Information Governance Team of any risks which may impact on service delivery
* Improve data quality

**Joint overall responsibilities**

* Provide accurate and timely information to enable the agreed timescales for service delivery to be met
* Ensure that all employees are aware of any changes to legislation, policies and procedures affecting the delivery of services with this agreement
* Respect the confidentiality of information at all times

**Hours of operation**

The service will operate from 09:00 to 17:00 on Monday to Friday (excluding bank holidays).

**Charging**

The pre-agreed charges will be invoiced (or transferred by journal if appropriate) on the agreed start date for the provision of service, and within school service buying periods thereafter. Either party may withdraw from this SLA by giving three months’ notice in writing. No refunds of the annual charge can be made should a school withdraw from this SLA part-way through the year.