

Data Protection and Information Security Compliance Statement

Help4kidz Ltd – Alternative Provision Education and Mentoring Provider

Help4kidz Ltd is committed to full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We recognise the importance of protecting the personal data entrusted to us by local authorities, schools, children, parents and carers. Our systems, policies, and staff practices ensure the ongoing confidentiality, integrity, and availability of personal data, as well as the full protection of the rights of data subjects.

1. Confidentiality, Integrity, Availability and Resilience

Help4kidz Ltd operates a structured information security management framework designed around the principles of ISO/IEC 27001 and ICO best practice to ensure all processing systems are secure and resilient.

Our technical and organisational measures include:

- Access control: Access to personal data is role-based and restricted to authorised personnel on a strict need-to-know basis. Multi-factor authentication is used on all internal systems.
- Encryption: All personal data is encrypted in transit (TLS 1.2+) and at rest using AES-256 encryption standards.
- Secure systems and storage: All data is hosted and processed within the United Kingdom on secure, ISO 27001–accredited servers.
- Resilience and continuity: Regular encrypted backups are maintained on secure UK-based systems. Disaster recovery and business continuity procedures are tested annually.
- Device and endpoint protection: Company devices are managed using secure endpoint protection, automatic updates, and remote wipe capability.
- Training and awareness: All staff, mentors, and volunteers complete mandatory annual Data Protection, Safeguarding, and Cybersecurity training, with regular refreshers throughout the year.

2. Compliance with Data Subject Rights

Help4kidz Ltd has established clear procedures for managing all data subject rights in accordance with Articles 12–22 of the UK GDPR.

- Privacy information: Transparent and age-appropriate privacy notices are issued to children, parents/carers, and referrers at the point of data collection.

- Access, rectification, deletion and portability: We maintain a clear process for responding to subject access and rectification requests within statutory timeframes. All requests are logged, verified, and overseen by the Data Protection Officer (DPO).
- Minimisation and accuracy: Data is collected solely for legitimate educational and safeguarding purposes and is reviewed regularly to ensure accuracy and relevance.
- Data retention: Personal data is retained only as long as necessary to fulfil contractual and legal obligations and is securely deleted thereafter in accordance with our Retention Policy.

3. Consent-Based Processing

Where we rely on consent (e.g. for use of pupil images, testimonials, or voluntary mentoring activities):

- Active, informed consent is obtained in writing from the parent/guardian or data subject.
- Consent is specific and unambiguous, with clear explanations of purpose.
- Records of consent are securely stored and auditable.
- Withdrawal of consent is straightforward and can be actioned at any time, with prompt removal of associated data.

4. Data Transfers and Storage

Help4kidz Ltd does not transfer or store any personal data outside the United Kingdom.

All personal data is processed and hosted within UK data centres that are ISO 27001–certified and compliant with UK GDPR.

All third-party systems (such as secure email, case management, and cloud backup providers) are UK-based and bound by written Data Processing Agreements meeting Article 28 UK GDPR standards.

5. Records, Testing and Evaluation

- A Record of Processing Activities (RoPA) is maintained in line with Article 30 UK GDPR, detailing data types, processing purposes, and retention periods.
- Data Protection Impact Assessments (DPIAs) are carried out for all new or high-risk data processing activities, particularly where children’s data is involved.
- Regular internal audits, policy reviews, and penetration testing are performed to assess the effectiveness of security and privacy controls.
- Audit findings are reviewed by senior management, and improvements are implemented promptly to strengthen compliance.

6. Incident Management and Breach Response

Help4kidz Ltd maintains a robust Data Breach and Incident Response Policy.

- All staff are trained to recognise and immediately report potential data incidents to the DPO.
- Incidents are logged, risk-assessed, and, if necessary, reported to the Information Commissioner's Office (ICO) within 72 hours.
- Where required, affected individuals and the contracting authority are notified without undue delay.
- Post-incident reviews ensure lessons learned are implemented to prevent recurrence.

7. Governance and Oversight

- Help4kidz Ltd has appointed a Data Protection Officer (DPO) responsible for compliance monitoring, policy review, and liaison with the ICO.
- Data protection and information security form part of our corporate risk register and are reviewed quarterly by senior management.
- All staff, mentors, and contractors are required to sign confidentiality and data protection agreements.
- Supplier contracts include data protection clauses to ensure that all third-party processors meet the same standards of confidentiality and security.

8. Continuous Improvement

We are committed to continual improvement in data protection and information security.

Our DPO conducts annual policy reviews, incorporating changes in legislation, guidance from the ICO, and best practice recommendations from local authority partners.

Summary

Help4kidz Ltd ensures that:

- Personal data is processed lawfully, fairly, and transparently.
- All systems are secure, resilient, and fully UK-based.
- Children's personal data is handled with the highest level of care and confidentiality.
- The rights of data subjects are protected and upheld at all times.
- Ongoing monitoring and review ensure sustained compliance with the UK GDPR and Data Protection Act 2018.