



Privacy notice for parents

Under data protection law, individuals have a right to be informed about how we use any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals when we process their personal data.

This privacy notice explains how we collect, store and use personal data about you.

We, Queen Elizabeth's School, Dubai Sports City, are the 'data controller' for the purposes of data protection law.

You can contact our Data Protection Officer at dpo@qedubaisportscity.com

Personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about you includes, but is not restricted to, the following:

- Contact details and contact preferences.
- Passport and visa information.
- Bank details.
- Photographs.
- Closed-circuit television (CCTV) images captured at our sites.
- Occupation.

We may also collect, store and use information about you that falls into 'special categories' of more sensitive personal data. This includes information about (where applicable):

- Characteristics, such as ethnicity, languages spoken and eligibility for certain benefits.
- Family details.
- Physical and mental health, including medical conditions.
- Details supplied as part of a disclosure or through completing enquiry or feedback forms.

- The technical details we collect about the devices used to access our platform, such as internet connection details (including Internet Protocol (IP) addresses), device specifications, browser types and operating systems. This information helps us understand user behaviour patterns and enhance your digital experience.
- Criminal history or convictions for safeguarding purposes, in compliance with UAE laws and international child protection standards.

We may also hold data about you received from other organisations, including other schools and government authorities.

Why we use this data

We use this data to:

- Enrol students and for admissions process, including processing application materials, administering entrance assessments, conducting family interviews and arranging necessary logistics. This may involve limited processing of special category personal data such as identification photographs (for student identification cards and campus security), video recordings (for safeguarding purposes in common areas) and health information (where required for medical or accessibility needs).
- Our commitment to safety may require processing sensitive data, including health records (for medical accommodations), legal incident reports (for severe disciplinary cases) and student photographs (for identification).
- Report to you on your child's attainment and progress
- Assist student with support and extra-curricular activities which may include passing personal data to third parties for execution of activities.
- Keep you informed about the school operations (such as emergency closures) and events
- Process payments for School services and clubs.
- Provide appropriate pastoral care.
- Protect student welfare.
- Administer admission waiting lists.

- Assess the quality of our services, improve our website functionality tailored to your experience and improve our teaching and learning standards at our Schools.
- Carry out research.
- Provide updates and offers on products and services with the option to opt-out of any marketing communications sent.
- Comply with our legal and statutory obligations.
- Ensure security, fraud prevention, threat detection and investigation to protect our interests.

Our legal basis for using this data

- We will only collect and use your information when the law allows us to. Most often, we will use your information where:
- We need to comply with the law.
- We need to use it to carry out a task in the public interest (to provide your child with an education).
- We need to fulfil a contract we have entered with you.

Sometimes, we may also use your personal information where:

- You have given us permission to use it in a certain way.
- We need to protect your interest (or someone else's interest).

Where we are permitted to use your data, you may withdraw it at any time. We will make this clear when we ask for permission and explain how to withdraw consent. Some of the reasons listed above for collecting and using your information overlap, and there may be several grounds under which we can use your data.

Collecting this information

While in most cases you must provide the personal information we need to collect, there are some occasions when you can choose whether to provide the data. We will always tell you if it is optional. If you must provide the data, we will explain what might happen if you do not.

How we store this data

We will keep personal information about you while your child is a student at our School. We may also keep it after they have left the school, where we are required to by law.

The length of time that information will be kept for will be determined in relation to the law and with reference to General Data Protection Regulation (GDPR) and local data protection law.

Data sharing

We do not share personal information about you with anyone outside Queen Elizabeth's Global Schools without permission, unless the law and our policies allow us to do so.

Where it is legally required, or necessary for another reason allowed under local data protection law, we may share personal information about you with:

- The local authorities to meet our legal duties to share certain information with it, such as concerns about students' safety and exclusions.
- Local school regulators, so they can hold us to account for the quality of education we provide to your child.
- Suppliers and service providers, so that they can provide the services we have contracted them for.
- Financial organisations, so we can fulfil contracts for services to be provided to you; receive the funding and financial support you are entitled to; and allow your child to participate in paid for activities such as trips.
- Our auditors, so the school's finances can be verified in your interest.
- Health authorities, to protect your child's vital interests, so that medical professionals and the school can best look after their health and wellbeing.
- Security organisations, to keep your child, their peers, staff and site visitors safe.
- Professional advisers and consultants to help us provide your child with the best education possible, in your and the public interest.
- Charities and voluntary organisations where they provide a service, such as counselling.

- Police forces, courts, tribunals to meet our legal duties and to keep your child safe.

Transferring data internationally

Where we share data with an organisation outside the country, we will protect your data by following data protection laws.

Your rights

How to access personal information we hold about you

You can find out if we hold any personal information about you, and how we use it, by making a 'subject access request'.

If we hold information about you, we will:

- Give you a description of it.
- Tell you why we are holding and using it, and how long we will keep it for.
- Explain where we got it from, if not from you.
- Tell you who it has been, or will be, shared with.
- Let you know if we are using your data to make automated decisions (decisions taken by a computer or machine, rather than by a person).
- Give you a copy of the information

You may also ask us to send your personal information to another organisation electronically in certain circumstances.

If you want to make a request, please contact our Data Protection Officer.

Your other rights to your data

You have other rights over how your personal data is used and kept safe, including the right to:

- Say that you do not want it to be used if this would cause, or is causing, harm or distress.
- Stop it being used to send you marketing materials.

- Say that you do not want it used to make automated decisions (decisions made by a computer or machine, rather than by a person).
- Have it corrected, deleted or destroyed if it is wrong, or restrict our use of it.

Complaints

We take complaints about how we collect and use your personal data very seriously, so please let us know if you think we have done something wrong. You can make a complaint at any time by contacting our Data Protection Officer.

Contact us

If you have questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Officer at: dpo@qedubaisportscity.com