

COPELESTON HIGH SCHOOL

BACKGROUND

Copleston High School is an Ipswich-based secondary school for 11-18 year olds and part of the GCE Trust.

The Trust initially contacted The DPO Centre about outsourced Data Protection Officer services for schools. They also had several complex data subject access requests (DSARs) that required sensitive handling, and a freedom of information request from a local authority. Additionally, they required guidance on completing a service level agreement for a new special educational needs (SEND) hub.

CHALLENGE



**LARGE NUMBER
OF COMPLEX
DSARS**



**FOI REQUEST
FROM LOCAL
AUTHORITY**



**DATA SHARING
AGREEMENTS WITH
EXTERNAL THIRD
PARTIES**



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The level of service we have received from The DPO Centre is exemplary.

**David East // Head of MAT Standards
Gippeswyk Community Educational Trust (GCET)**

SOLUTION

The designated DPO conducted a thorough compliance audit to identify any areas for data protection improvement. The DPO Centre provided overflow support for DSARs including a thorough scoping of DSARs guidance on redactions and best practices for dealing with challenging requests, whilst ensuring responses were submitted well within the time frame. For the new SEND hub, the DPO advised on the due diligence process for IT systems and third-party data processors. A data protection impact assessment (DPIA) was completed to highlight the risks of the various data processors, with suitable data sharing agreements finalised, along with suggestions for the overall service level agreement.

The DPO worked alongside key personnel within the Trust. This collaborative approach, which is the cornerstone of The DPO Centre's strategy, ensured the Trust remained at the helm of decision-making and implementation.

OUTCOME

**David East, Head of MAT Standards
Gippeswyk Community Educational Trust (GCET) said:**

"The level of service we have received from The DPO Centre is exemplary. Our appointed DPO's in-depth knowledge and guidance supported us with all our compliance needs, including help with complex DSARs and service level agreements. Everything was handled smoothly and efficiently. We are extremely grateful for all of the support we have received this academic year."

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David East // Head of MAT Standards
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