



# **DATA PROTECTION OFFICER SERVICE for SCHOOLS**



Let us support you by providing simple solutions to complex issues, assuring your compliance with Data Protection legislation

## About Us

We have been delivering services since 2017. We developed our traded service to support schools in getting to grips with the change to data protection legislation. We are well placed to provide services and advice as we sat on national implementation groups for the new legislation including addressing other Public Bodies at the ICO Data Protection Practitioners Conference to assist them in preparing for GDPR as well as Education and Local Government specific conferences around the country.



**Lauri Almond**  
**Team Manager**

The IGS Team is a group of Information Governance Professionals dedicated to supporting others in their compliance with information legislation. Our Officers are experienced and certified Data Protection and GDPR Practitioners and have a wealth of experience and qualifications in Freedom of Information, Risk Management, Audit and Security & Privacy Professional certification.

We use our wealth of experience and qualifications to act as Data Protection Officer for schools. Our compliance audit helps to benchmark your current compliance level and provides an action plan to reach a satisfactory level. We can also provide you with a framework of documents which provide the documentation you will need to evidence your compliance with the law.



**Kellene Green**  
**Senior IG Officer**

Our CPD accredited training is provided in bespoke packages, tailored to meet the needs of each client, ensuring that you get the training you need on the data protection topics most relevant to you. Our GDPR Basics for Schools training is an easy way to evidence that your staff have been appropriately trained to understand their responsibilities.

Our incredibly high retention rate for our DPO service customers is evidence of the high-quality service we provide. Excellent customer service is our priority. Let us take away uncertainty by providing you with all the support you need to meet your data protection obligations.

## Data Protection Officer (DPO) Service

This award-winning service is designed to provide you with the required statutory role, and includes:

- Fulfilling the DPO role in monitoring compliance with GDPR, acting as a point of contact for both the Information Commissioners Office (ICO)
- Unlimited advice and guidance from our helpdesk
- A Compliance Framework of documentation required to evidence compliance with data protection law
- An annual audit with action plan for any required improvement
- An annual report to the Board of Governors/Trustees
- Data Subject Access Request redaction service
- ICO Complaint handling
- Access to free school focussed GDPR training video for staff

This is what our schools say about our DPO service:

*"The audit was very useful. Everything was explained with patience and knowledge. The atmosphere of the meeting was relaxed, purposeful and informative."* Head Teacher, South Essex Secondary School



*"I initially found GDPR rather overwhelming as I really didn't understand it. The team at IGS have been amazing with their telephone support and online resources. I am proud to say that we now meet the required standards."* Business Manager, Essex Primary School

*Very friendly helpful, supportive team. Thank you.*

*Thank you for all that you are doing. We are very glad we have you in our corner.*

*Always very helpful if I have cause to telephone - I feel able to ask anything, however 'silly' it may seem, and it will be taken seriously and a full explanation of the reason behind the answer, so it makes more sense.*

## Bespoke Support Packages

Speak to our friendly team and let us create a support package to meet your specific needs

## Pay as You Go Services

A range of services which can be accessed on an ad hoc basis when required, which include:

- Advice and guidance from our helpdesk
- Statutory Request fulfilment (SAR, FOI, EIR)
- ICO Complaint fulfilment
- Data Compliance Audit
- Consultancy
- Bespoke Training sessions
- Compliance Framework
- Access to Virtual Training and training videos



## Our approach to DPO as a service

We recognise that schools do not necessarily have the in-house expertise to take on this statutory role. We also recognise that schools are highly likely to have conflicts of interests where the role is assigned internally. As a Local Authority with vast experience of information governance we can provide a cost-effective service, working closely with schools to ensure they feel supported, building a trusting relationship.

We support schools by providing a service inclusive of:

- An annual audit with an action plan for any required improvements
- An annual report for the Governing Body/Board of Trustees
- A helpdesk to handle unlimited email or telephone queries
- A Compliance Framework, providing the tools needed to evidence your compliance
- Access to school focussed GDPR training video for all your staff
- A monthly Newsletter sharing updates, best practice and Q&As
- Data Subject Access Request redaction service
- ICO Complaint completion

IGS were delighted to receive the Innovation of the Year Award from the Information and Records Management Society in May 2018 in recognition of the Schools Data Protection Officer Service provided to schools. The award recognises the comprehensive and innovative framework which supports schools' compliance with the legislation removing some of the burden associated with compliance.

Our comprehensive Compliance Framework offers a wealth of prepopulated documents to support your compliance, reducing workload for the school and supporting understanding. The framework is regularly reviewed to ensure it takes account of any changing regulatory views or case law and to ensure it remains fit for purpose. There are no hidden costs with our service, advice and guidance is unlimited as this is a key component of the DPO role in supporting the school's compliance.

## Why choose IGS?

We take pride in our service and the excellent feedback we receive from customers. We strive to deliver a professional service with a human touch. We understand the time and financial pressures schools face, we face them too as a Public Body, so it is vital to us that we provide value for money to our customers. No hidden costs help you to budget confidently for this service.

We have conducted competitor analysis and can honestly say that our service is the most comprehensive package available offering great value for money. Whilst some providers choose to focus on technical solutions, we understand that it is human understanding that underpins compliance and choose to invest in providing the documentation and personnel to support your needs.

We are the only DPO Service provider who offer to complete Subject Access Requests (SARs) on behalf of schools as part of our core service offering as this can be a complex and time-consuming task. We are also the only providers who offer a Data Protection Impact Assessment (DPIA) Library of systems commonly used by schools, saving the school time and effort in conducting their own assessments.

*We have contacted the helpdesk on numerous occasions throughout the year and the support provided has always been excellent. The conference earlier this year was also very helpful.*

*Business Director of a MAT.*

We regularly provide half day sessions on GDPR awareness to a variety of organisations; and shorter sessions aimed at teaching staff to highlight how GDPR affects them; or bespoke training sessions tailored to our client's specific needs.

Our training, virtual, face to face, or video is CPD accredited, so you can be assured that the training you receive from us meets the highest standard and enables your staff to earn CPD points to evidence professional development.

When selecting IGS as your provider you can be sure that you will receive a friendly, supportive service tailored to meet your needs. Contact us today and let us support and share your compliance journey.



## Here's what our customers say about us.....



Super quick response to email. A wealth of information to share. Love the update newsletters. Really supportive audit. Auditor put me at ease and made the whole process more collaborative and not in any way judgemental.



All your staff are very knowledgeable and give clear direction, particularly when responding to complicated SARs. DPIA Library is very helpful.



The auditor kept the language simple and easy to understand and helped complete documents where we needed support. He was really positive with his approach and used time effectively. It was a pain free experience!



I enjoy the monthly newsletters to keep up to date and in particular the section that anonymously shows the answers IGS have recently given to questions asked by clients. I am also impressed that when we have asked a question, a response has been quickly provided.



The team is great! Everyone that you contact is knowledgeable and has time to solve a problem and provide best practice advice.



Efficient, friendly and always happy to help.

# IGS Services Price List

## Data Protection Officer (DPO) Service

The service includes DPO role, unlimited advice and guidance, training video, annual audit, subject access redaction, ICO complaint handling.

The service can be accessed by a single school, or by Multi-Academy Trusts, Consortia or Formal Schools Partnerships.

For 1 – 4 schools - £1623.00 per school per annum

For 5 – 9 schools - £1407.00 per school per annum

For 10+ schools - £1190.00 per school per annum

## Pay As You Go services

**Advice and guidance** - Telephone and email advice on information law compliance and information governance best practice. £110 per hour.

**Statutory Request Fulfilment** - Completion of Freedom of Information, Environmental Information Regulation and Subject Access Requests. £165 per hour.

**ICO Complaint Fulfilment** - Preparation of responses to ICO complaints. £330 per hour.

**Data Compliance Audit** – Online audit, action plan and report to Governors/Trustees £1100 per day.

**Consultancy** – Online targeted support by a qualified practitioner on information governance areas of specific concern. £110 per hour.

**Virtual Training** - CPD Accredited virtual training courses, delivered by a qualified practitioner on a range of data protection topics. £330 - £550 per course.

**Training Videos** - A range of CPD Accredited bite-sized videos on a range of data protection topics. £35 - £55 per video.

**Bespoke Training** - CPD Accredited virtual training courses built to meet your specific needs. £550 per ½ day.

**IGS Framework** (Compliance Evidence Templates) - Document templates to be used as evidence of compliance for regulators and auditors. £440.

\*Special discount - only £220 per school if also buying the IGS Framework training course. The IGS Framework is under copyright and a licenced product.

\* Free with a compliance audit

Prices do not include VAT (charged where applicable)

Please contact our friendly team at [IGS@essex.gov.uk](mailto:IGS@essex.gov.uk) or call 03330 322970 if you wish to access services.