

School Scenarios 1-3

1

All parents have received emails from what appears to be the school billing department. The email is requesting that parents pay the termly fees early to receive a discounted rate. One parent complies with a request to send over proof of identification to the billing email account. Three parents pay the bill to the account given. Two of the parents alert the school by emailing the Head of school. The emails are investigated and it appears that the school billing department were subject to a phishing attack and their email account was being used maliciously

2

A staff member has been asked to provide a museum with a class of 20 students' allergy information for a school trip that includes lunch. The staff member downloads the medical details of all the children in that year group and saves them into an excel document. They copy the data of the children who will be attending the trip to a new excel tab, remove all other details, apart from allergy information, and send the file over to the museum. Once sent, the staff member realises that they forgot to remove the other tab which included the names, addresses, parent info and medical information for all 150 children in that year group.

3

Two children have been suspended from the school at the same time. The reasons are unrelated and the two children are of different ages. The school requested that the admin department seal and post the suspension letters and send to the respective parents. The letter included the name of the child and information related to the suspension, it also contained the parents' name and addresses. The letters were mixed up when sending and parents received letters discussing the suspension of the wrong child. One parent called the school to complain and wanted to know how this could happen? The parent claims that when talking in the playground, other parents had reported previous instances of receiving letters that were intended for different parents.

School Scenarios 4-6

4

The school would like to collect information about the parents to better understand the likelihood of whether they would consider contributing to school fundraising. The school provides all parents (nearly 2000 individuals) with a short email and a form to complete. The form collects a wide range of information including contact details, career information and religious status. The form does not include any form of privacy notice to state the reason for processing or provide an option to opt-out of future marketing. The information is collected and added to the school alumni platform, parents begin to receive fundraising requests and general school marketing emails. This has resulted in a large number of parent complaints including notification to the local authority.

5

A parent informed a school class teacher that they have a new email address and postal address. They requested that all correspondence be sent to the new contact details. The form tutor did not update the school MIS and the data stored by the school was incorrect. Upon completion of the final school year, the school sent invoices to all parents' and received no payment from the parent. Multiple invoices were sent and no payment was received. After several attempts and no response from the parent, the school opted to transfer the outstanding invoice to a debt collection agency.

6

A teacher sent an email to the parents of 8 students in their class to inform them of a cake sale occurring after school. The teacher used "cc" instead of "bcc", meaning that each parent could see the other parent's email addresses. There was no other personal data included within the email. An email apology was sent out afterwards.