Ask the Governors for Support or Make a Complaint

[Your Name / Address]
[Your Email or telephone number]

[Date]

Dear [Chair of Governors],

Subject: Regarding EdTech Data Processing Practices in [Educational Setting Name]

I am writing as a concerned parent of a learner at [Educational Setting Name] to raise a formal request for support / complaint regarding the handling of my child's personal data through the use of Educational Technology (EdTech), specifically the introduction and use of [enter product name / company name(s) if applicable]. I am seeking clarification, transparency, and assurance that the data protection rights of my child are being upheld in accordance with the UK Data Protection laws and the ICO Age Appropriate Design Code (AADC).

Below, I have outlined the specific concerns I wish to raise.

1. Lack of Transparent Processing Information
   ☐ We, myself and my child, have not been provided with clear and accessible information regarding the personal data collected by EdTech applications, how it is processed, or with whom it is shared.
2. Absence of a Privacy Notice
   ☐ [Educational Setting Name] has not made a privacy notice available that explains the data processing activities of the EdTech platforms in use.
3. Rights Not Explained
   ☐ There has been no communication about the data protection rights of learners and their parents/guardians, including the right to access, rectify, or erase personal data.
4. No Right to Opt Out or Object
   ☐ I have not been given the option to object to or opt out of data processing activities conducted by the EdTech platforms.
5. No Information on the EdTech Provider's Use of Data
   ☐ There has been no transparency about how the EdTech provider and their connected third parties may use learner data for their own purposes, such as analytics, advertising, or profiling.

6. Potential Harms to Learners
   ☐ I am concerned about potential harms arising from data processing practices, such as:
   - Discrimination against certain groups of learners.
   - Algorithmic bias that may affect my child's educational opportunities.
   - Profiling based on sensitive or inferred data that could impact future pathways.
7. Non-Compliance with the Age Appropriate Design Code (AADC)
   ☐ The EdTech platforms being used appear not to align with the AADC, particularly in terms of transparency, data minimisation, and the prioritisation of children's best interests.

This is as a result of the adoption of the product, [insert name and company behind the product] since [insert date the school started using it] and that the process to parents has not worked for us and our children. I kindly request that you address the concerns outlined above and provide the following:

- Transparency: A clear explanation of the data collected, how it is processed, and any third parties involved.
- Privacy Notice: A detailed privacy notice specific to EdTech use, easily accessible to parents and guardians.
- Rights Information: Guidance on my rights as a parent, including how I can access, correct, or delete data, as well as the right to object or opt out.
- Assurance of Compliance: Confirmation that the EdTech providers comply with the UK GDPR and the AADC, particularly regarding data minimisation and protection against harms like profiling or discrimination.
- Future Safeguards: Steps you will take to ensure greater transparency, compliance, and protection for all learners' data.

Through this request / complaint I hope to achieve [adapt as necessary]:

- A robust and transparent process for selecting and vetting EdTech tools in any procurement or future adoption;
- Improved communication with parents about data protection practices and the role of EdTech providers;
- Assurance that my child's data is being handled responsibly and securely, with appropriate oversight.

I value the role that technology plays in modern education and appreciate the efforts of [Educational Setting Name] to provide innovative learning tools. However, I believe it is essential to ensure that these tools are implemented ethically and in full compliance with data protection law, and public sector duties including equality laws.

Thank you for addressing this matter. I look forward to your response within the [insert timeframe, e.g., 14 working days]. If you require further information to assist with this complaint, please do not hesitate to contact me.

Yours sincerely,
[Your Full Name]
[Your Contact Information]