



Information Governance and Data Protection Service Level Agreement overview report 2025

The following Data Protection Service Level Agreement update provides assurance to the Wallsend Jubilee Primary School's Governing Bodies that the Local Authority Data Protection Officer is continuing to work with the school to implement systems and processes to manage and handle data in a lawful way.

Information Governance work carried out to date is in line with the UK General Data Protection Regulation and Data Protection Act 2018

Objectives / Plans supported by this paper:

This supports the requirements for schools to comply with Data Protection legislation in relation to Information Management by fulfilling the requirement that a Data Protection Officer (DPO) is in place.

Support arrangements in place

- Data Protection Officer
- Information Governance and Compliance Team Leader
- Information Governance and Compliance Officers

Key IG activities undertaken

- April 2026- assisted school following a cyber attack where emails were accessed by the hackers
- Provided Wallsend Jubilee Primary with the termly Information Governance Newsletter.
- Ensured the School is updated on any new or possible changes to legislation.
- Provided access to updated policies and documents on the Education Services Portal.



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Management of information risks

To mitigate risks through systems, it is recommended that Wallsend Jubilee Primary carry out Data Protection Impact Assessments before the implementation of any new system/application that processes personal data.

These should be reviewed with the support of the Information Governance Team to ensure compliance with Data Protection Legislation.

Conclusion and recommendations

The Data Protection Officer and the Information Governance Team will continue to support Wallsend Jubilee with any Data Protection and Information Governance practices.

We would recommend the school takes advantage of the services we offer such as an audit review of how the school processes personal data.

Follow up

If you would like to discuss the contents of this overview report or require further advice or assistance, please email dpo.schools@northtyneside.gov.uk