



CODE OF GOOD PRACTICE FOR LANGUAGE ASSISTANTS

1. Privacy and confidentiality

The Language Assistants participating in the Bilingual Programme of the Comunidad de Madrid will:

- Comply at all times with the standards, procedures and guidelines which, concerning privacy, have been approved by the Regional Ministry of Education and Youth.
- Safeguard and prevent unauthorized access to files, data storage media and documents utilized in different working areas of the Regional Ministry Education and Youth.
- Maintain the confidentiality of the above, bearing in mind that copying, surrendering, revealing or sharing said data is prohibited.
- Respect the confidential nature of all private files, messages and correspondence.
- Use technology-based resources belonging to the Regional Ministry of Education and Youth (email, intranet, extranet, corporate mobiles, etc.) only for professional purposes.
- Avoid accessing information and documents related to the Regional Ministry of Education and Youth which do not pertain to their duties, unless authorized to do so.
- Never use work resources to access offensive, defamatory, pornographic or homophobic web pages or applications, or those which incite hatred in any way or form.
- Respect and abide by all of the above when processing and managing data belonging to students and personnel of the Regional Ministry of Education and Youth.

2. Data Protection

The Regional Ministry of Education and Youth and, specifically, those who this Code of Good Practice applies to will:

- Request only the personal data required to carry out the activity at hand.
- Process personal data with confidentiality and lawfulness.
- Enable those bound by this Code to exercise the right to access, rectify, object to, delete, request portability or limit the data provided, by informing the data controller or the Data Protection Officer when any of these rights have been exercised.
- Use third-party personal data only when its purpose is compatible with that for which it was gathered.
- Delete the data when no longer needed for the purpose which it was collected for. Hard copies should be shredded or disposed of appropriately.
- When required, obtain unequivocal consent from the owner of the personal data to be processed.
- Maintain the confidentiality of students' or anyone else's personal data which may have been accessed, even after collaboration with the Regional Ministry of Education and Youth no longer exists.
- Not disclose third-party personal data unless it is directly related to the purpose of Regional Ministry of Education and Youth initiatives. When required, the third party's consent must be obtained and supervised and the use of this personal data must be supervised by the data controller.
- Adopt all necessary and appropriate technical and organizational measures to guarantee the safety of the personal data, and to prevent it from being altered, lost or handling without authorization.
- Cooperate with the Regional Ministry of Education and Youth in all matters which may arise in this area, particularly those related to information requirements or to inspections carried out by the Spanish Data Protection Agency.
- Comply with the policies, procedures and instructions issued by the Regional Ministry of Education and Youth.



- Collaborate with the Regional Ministry of Education and Youth and, if it were the case, with the Data Protection Agency by complying with the Law of Data Protection and Guarantee of Digital Rights¹.

3. Language Assistants should also bear in mind that...

- The relationship between a Language Assistant and the school that they are collaborating with does not imply, in any case, that an employment relationship exists.
- They should get settled into their assigned schools as soon as possible. Interacting with students and the teaching staff will help them to develop rewarding relationships which will benefit everyone involved.
- Once they establish rapport with members of the school community they are likely to come into contact with data that may be of a personal nature. This information is bound by European and Spanish data safety and protection laws. It is the Language Assistants' duty to become familiar with this legislation so as to understand how this data can and cannot be used.
- Personal information must never be exchanged with students. In both face-to-face and virtual environments, they may not invite students to take part in their social media or accept invitations from them to do the same. When taking part in extra-curricular activities, they may not use personal devices to take pictures or videos of students and they will refrain from using their devices during activities when students are not allowed to use them.
- If they receive messages/letters via postal mail, email or social networks, they may not share, forward or publish them, partially or entirely, through instant messaging or on social network pages, or any other web pages, without the owner of the data's consent. Failure to comply could constitute an infringement on data protection laws and a financial penalty could be imposed by the Spanish Data Protection Agency.
- If they are assigned corporate email addresses, they will not redirect them to personal accounts, as this could involve compromising data or putting it at risk.
- Strong passwords should be used, and should never be shared. If unauthorized access has been detected, the password should be immediately changed.
- If digital devices have been provided for temporary use by the school, they will not be used for personal matters nor should personal data be stored on them, unless required for authorized access.
- They will be expected to comply with the duties and responsibilities outlined in the *Language Assistant Handbook, School Year 2020-2021*: <https://comunidadbilingue.educa2.madrid.org/aux.conversacion>.

I have read and agree to comply with the terms of this "Code of Good Practice" for the length of my collaboration with the Regional Ministry of Education and Youth as a Language Assistant:

Date: _____

Signature: _____

Name and surname (printed) _____

ID Code: _____

¹ [Ley orgánica 3/2018, de 5 de diciembre, de Protección de Datos Personales y garantía de los derechos digitales.](#)