

## PRIVACY POLICY

Last updated: 20th February 2024

### 1. Introduction

#### 1.1. Important Information And Who We Are

- 1.1.1. We are Schoolaspect Limited, a company registered in England and Wales. Our company registration number is 06831202 and our registered office is 11 Newbourne Hill, Rowney Green, Birmingham B48 7QN.
- 1.1.2. We are committed to protecting and respecting your privacy and Personal Data in compliance with the United Kingdom General Data Protection Regulation ("GDPR"), the Data Protection Act 2018 and all other mandatory laws and regulations of the United Kingdom.
- 1.1.3. This Privacy Policy explains how we collect, process and keep your data safe. It will also tell you about your privacy rights and how the law protects you.

#### 1.2. Who Is Your Data Controller And Data Protection Officer

- 1.2.1. If you have any questions in relation to privacy or data protection, please contact our Data Protection Officer Tony Wallis at [info@schoolaspect.com](mailto:info@schoolaspect.com) or write to us at 11 Newbourne Hill, Rowney Green, Birmingham B48 7QN.
- 1.2.2. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.
- 1.2.3. The ICO's address is Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Helpline number: 0303 123 1113. ICO website: <https://www.ico.org.uk>.

### 2. Our Principles

#### 2.1. We DO:

- 2.1.1. Process the data received from schools for the purposes of school improvement only, and only for those purposes necessary to provide the service(s) explicitly offered to schools.
- 2.1.2. Adhere strictly to the terms of the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018.
- 2.1.3. Only store and process the minimum data required to provide our services.
- 2.1.4. Transport and store all personal data originating from schools using modern and best practice encryption technologies. This includes Secure Socket Layers (SSL/TLS) for encrypted data transfer over the internet, encryption of all data at rest, password-protected identities for all end users, and variable permissions according to the user's role.
- 2.1.5. Comply with all Subject Access Requests made relating to the data we store.
- 2.1.6. Ensure the data we hold about you is correct.
- 2.1.7. Only retain data for as long as required, and delete all your data if you ask us to do so.
- 2.1.8. Ensure that all data is held securely by taking steps so that data is not corrupted or lost.
- 2.1.9. Always maintain adequate liability insurance.
- 2.1.10. Audit our services against this pledge periodically and provide evidence of compliance to the other party whenever requested.
- 2.1.11. Report any significant breaches of security to the Data Controller, the Information Commissioner's Office (ICO) and other authorities, and, in cooperation with the Data Controller, to Data Subjects without undue delay and within 72 hours.
- 2.1.12. Make this Privacy Policy clearly available on our platform.

#### 2.2. We DO NOT:

- 2.2.1. Store or transport personal data outside of the UK or EEA or in countries that do not have Adequate Levels of Protection as determined by the EU under the EU GDPR prior to 31st December 2020, except for the United States of America but only when such data is protected by appropriate safeguards namely standard contractual clauses as defined by Art. 46 UK GDPR/EU GDPR.

- 2.2.2. Share your data with any third parties except where explicitly requested by you or required by law.
- 2.2.3. Use your data, made available via the Schoolaspect platform, for the purposes of advertising or marketing, or for any purpose other than the service explicitly provided to you.
- 2.2.4. Transport personal data originating from schools in an unencrypted format.
- 2.2.5. Claim ownership or exclusive rights over any of the data processed or created as part of services provided to You.
- 2.2.6. Share information with other third parties except where specifically agreed by the Data Controller or where required by law.
- 2.2.7. Change any applicable terms of service without giving you the opportunity to opt-out of such changes.

### 3. Purpose Of Data Processing And Legal Basis For Processing

- 3.1. **The Legal Basis For Collecting Data** There are a number of justifiable reasons under the GDPR that allow collection and processing of Personal Data. The main avenues we rely on are:
  - 3.1.1. **Consent:** Certain situations allow us to collect your Personal Data, such as when you tick a box that confirms you are happy to receive email newsletters from us, or 'opt in' to a service.
  - 3.1.2. **Contractual Obligations:** We may require certain information from you in order to fulfil our contractual obligations and provide you with the promised service
  - 3.1.3. **Legal Compliance:** We're required by law to collect and process certain types of data, such as fraudulent activity or other illegal actions.
  - 3.1.4. **Legitimate Interest:** We might need to collect certain information from you to be able to meet our legitimate interests - this covers aspects that can be reasonably expected as part of running our business, that will not have a material impact on your rights, freedom or interests. Examples could be your address, so that we know where to deliver something to, or your name, so that we have a record of who to contact moving forwards.
- 3.2. **How We Collect Personal Data From You**
  - 3.2.1. The individuals from which we may gather and use data can include: customers, business contacts, third parties connected to your customers and any other people that the organisation has a relationship with or may need to contact.
  - 3.2.2. We receive information about you from you when you use our website, complete forms on our website, if you contact us by phone, email, live-chat or otherwise in respect of any of our products and services or during the purchasing of any such product. Additionally, we also collect information from you when you sign up or when you inform us of any other matter.
  - 3.2.3. If you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.
  - 3.2.4. Your personal data may be automatically collected when you use our services, including but not limited to, your IP address and device-specific information.
- 3.3. **Role Of Data Controller And Data Processor**
  - 3.3.1. Under the GDPR, Schoolaspect may be both data controller and data processor for your personal data under certain circumstances.
  - 3.3.2. For example, as a data controller, when you are visiting our website, we are in charge of determining the purposes and the means that are necessary to administer, operate and manage our users' personal information that we collect from it.
  - 3.3.3. For example, as a data processor, we process data on your behalf via our service. You are the data controller in that instance. See 3.25 for further information.
- 3.4. **Types of Data / Privacy Policy Scope**
  - 3.4.1. Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.
  - 3.4.2. **Personal Data** means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We may collect, use,

store and transfer different kinds of Personal Data about you, and will only use your Personal Data when the law allows us to. Examples include, but are not limited to, your name, organisation address, contact details, job role, payment information and IP addresses. We may also keep details of your visits to our site including, but not limited to traffic data, location data, weblogs and other communication data. We also retain records of your queries and correspondence, in the event you contact us.

3.4.3. In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

3.4.4. You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

### 3.5. **How Do We Use Your Data**

3.5.1. We will only use your Personal Data when the law allows us to. We will never process your data without a legal basis for doing so and it is for a related purpose. Examples include but are not limited to:

3.5.1.1. Processing orders that you have submitted to us;

3.5.1.2. Providing you with products and services;

3.5.1.3. Complying with our contractual obligations, we have with you;

3.5.1.4. Helping us identify you and any accounts you hold with us;

3.5.1.5. Enabling us to review, develop and improve our services;

3.5.1.6. Providing customer care, including responding to your requests if you contact us with a query;

3.5.1.7. Administering accounts, process payments and keep track of billing and payments;

3.5.1.8. Detecting fraud and to make sure what you have told us is correct;

3.5.1.9. Carrying out marketing and statistical analysis;

3.5.1.10. Notifying you about changes to our services;

3.5.1.11. Providing you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;

3.5.1.12. Informing you of service and price changes.

3.5.2. We may collect, use and share Aggregated Data such as how often users complete their onboarding processes. Aggregated Data could be derived from your Personal Data but is not considered Personal Data in law as this data will not directly or indirectly reveal your identity. However, if we combine or connect Aggregated Data with your Personal Data so that it can directly or indirectly identify you, we treat the combined data as Personal Data which will be used in accordance with this Privacy Policy.

3.5.3. We may also aggregate data to enable research or analysis so that we can better understand and serve you and others. For example, we may conduct research on your demographics and usage. Although this aggregated data may be based in part on Personal Data, it does not identify you personally. We may share this type of anonymous data with others, including service providers, our affiliates, agents and current and prospective business partners. We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

### 3.6. **Your Responsibilities As Data Controller**

3.6.1. As the Data Controller, it is your responsibility to ensure that you can engage with Schoolaspect in accordance with the Data Protection Act and that Data Subjects are suitably informed about Data Processing services such as Schoolaspect, that the School chooses to use. This should include an explanation of how personal and sensitive personal data is processed lawfully, fairly and in a transparent manner. You should also be clear on your basis for collecting and sharing data, and must satisfy the relevant legal basis and permission standards in each case.

- 3.6.2. Information which you enter or upload onto the Schoolaspect platform is not subject to our Privacy Notice, as we merely process such data on your behalf, subject to our Terms and Conditions, and you are responsible for any applicable legal requirements in respect of your content.

#### 4. Security and Encryption

- 4.1. We take every reasonable measure to ensure we store data securely. The Schoolaspect platform is developed using secure technologies, which include, but are not limited to the following:
  - 4.1.1. All personal Schoolaspect data is stored and transported within the UK or EEA or in countries that have Adequate Levels of Protection as determined by the EU under the EU GDPR prior to 31st December 2020, except for the United States of America but only when such data is protected by appropriate safeguards namely standard contractual clauses as defined by Art. 46 UK GDPR/EU GDPR.
  - 4.1.2. All internal and external data transmissions to and from the Schoolaspect Platform are encrypted using modern SSL/TLS protocols.
  - 4.1.3. We use encrypted passwords with variable permissions according to the user's role for access to all sensitive information.
- 4.2. As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to minimise the likelihood of unauthorised access.

#### 5. Staff Access To Data

- 5.1. Schoolaspect does not look "under the hood" or inspect any of the data we store. The only exceptions to this are where a school has explicitly given us permission to inspect their data, to provide technical support following an enquiry from a school, or to correct a technical problem.
- 5.2. All our staff and any subcontractors are required to abide by this Privacy Policy at all times.

#### 6. Documents Shared On Our Platform

- 6.1. Contributors of Policies retain ownership of all Policy Templates they create and share in the Policies Exchange on our platform. All users creating policies on the Platform are responsible for ensuring that they have the necessary rights and permissions to use and share those Policies. Policy owners may withdraw their Policies from the Policy Exchange at any time, in which case they will cease to be available to users from that point onwards. However, any Policies that had already been used by other Schools will remain available to that user indefinitely.

#### 7. Data Sharing

- 7.1. We only receive data by way of manual input from you. We do not access information from MIS either directly or a third party service. The collection of any form of pupil data is not necessary or required.
- 7.2. For the avoidance of doubt, we do not and never shall give or sell your personal data to third parties for marketing or advertising purposes.
- 7.3. We work closely with a number of third parties (including business parties, service providers and fraud protection services) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, device event information and location information. We use their features to monitor system usage.
- 7.4. We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes. These include, but are not limited to:
  - 7.4.1. **Amazon Web Services (cloud hosting)** for the purposes of application hosting
  - 7.4.2. **Google Analytics (website analytics)** for the purposes of analysing website traffic
  - 7.4.3. **Capsule (CRM)** for managing our interactions with customers

- 7.4.4. **Transpond (communications)** for the purposes of contacting current and potential customers
- 7.4.5. **Sage (accounting)** for managing customer billing and accounting
- 7.4.6. **Monday (product management)** for managing our development roadmap
- 7.4.7. **Calendly (booking software)** for booking meetings
- 7.4.8. **Zoom, Microsoft Teams or Google Meet (remote meeting software)** for the purpose of arranging online meetings and/or delivering training.

## 8. Third Parties

- 8.1. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links on our website. We recommend that you check the policy of each site you visit and contact the owner or operator if you have any questions or concerns.
- 8.2. If you access our website from a third party site, we cannot be responsible for the privacy policy and practice of that third party site and recommend that you check the policy of that third party site and contact the owner or operator if you have any questions or concerns.
- 8.3. In some limited circumstances we may collect data through third party services. For example, we may use website analytics traffic providers to analyse metadata such as platform usage. When we do this, we audit the service to ensure they have a similarly high level of commitment to security and privacy, and comply with all Data Protection Legislation.
- 8.4. Schoolaspect may also collect, analyse or make available non-personal and non-sensitive data (for example aggregated or non-identifiable data) to third parties for school improvement or research purposes. We do not use or analyse this aggregate data in any way that would make data identifiable at an individual or School level.
- 8.5. We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering into appropriate confidentiality undertakings. Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Schoolaspect, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.
- 8.6. We may also share Personal Data with service providers providing IT services and data storage services as well.

## 9. Cookies

- 9.1. A cookie is a string of information that the Schoolaspect website stores on a visitor's computer. Schoolaspect uses cookies for purposes such as helping us to identify and track visitors' usage and preferences. You can disable cookies in your browser if you wish to, although this may mean that some features of our website do not work as they should.

## 10. Communications

- 10.1. If you have expressed interest in Schoolaspect on the Schoolaspect website or signed up as a Schoolaspect customer, and have supplied your email address, We may occasionally send you an email to tell you about new features, ask for feedback or keep you up to date with our products. If you no longer wish to be included on these communications, then You can opt out using the links on those communications, or email [info@schoolaspect.com](mailto:info@schoolaspect.com) and we will remove you from the list.
- 10.2. We will not collect the password that you use for the platform, but we may send and receive access details from your account with the platform, such as username and email address. This will typically be in relation to product updates such as new features and functionality.

## 11. Deleting And Retaining Data

- 11.1. As a general rule when we are considered a data controller by the GDPR, retention periods of your personal information are determined according to the purposes for which we collected it and our legal obligations.

- 11.2. Regarding our activities as a data processor, if a school ceases to use Schoolaspect, on request we will delete all associated data within 28 working days.
- 11.3. We reserve the right to retain anonymised data for the purposes of research and development. When these purposes are fulfilled or when you ask us, your personal information is archived, erased or anonymised.
- 11.4. You will not have to pay a fee to access your Personal Data (or to exercise any of the other rights). We may need to request specific information from you to help us confirm your identity and ensure you have the right to access your Personal Data (or to exercise any of your other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it.

## **12. Privacy or Security Breaches**

- 12.1. We take all reasonable and necessary precautions to ensure that your data is secure and to recognise and then mitigate the risks to security and privacy. However, it is not possible to 100% guarantee the security of any data transmitted or stored electronically. In the event that a significant breach of security or privacy did occur, Schoolaspect will contact the Data Controller of the affected data, and inform the Information Commissioner's Office (ICO), and other authorities without undue delay and within 72 hours.

## **13. Notification Of Changes And Acceptance Of Policy**

- 13.1. We keep our Privacy Policy under review and will place any updates on our portal. Continued access or use of Schoolaspect Ltd will constitute your express acceptance of any modifications to this Privacy Policy.