



GREENWOOD ACADEMIES TRUST

StoreMyData Data Sharing Agreement

What is StoreMyData?

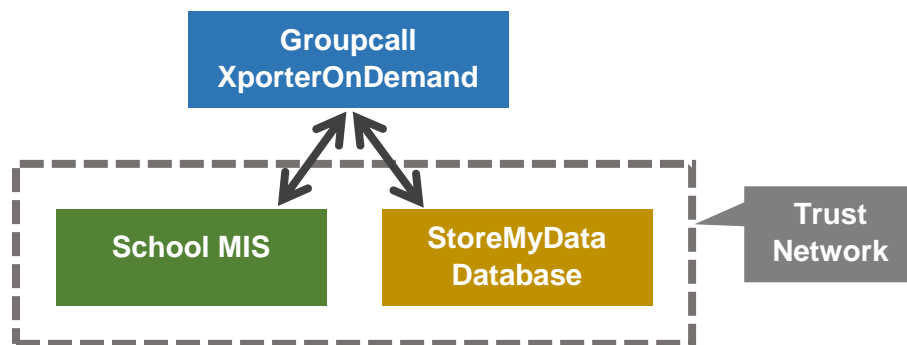
StoreMyData is a separate database that securely holds and regularly synchronises a subset of the data within a school's management information system (MIS) for use with other applications in school. The database is located within the Trust network so that no data is stored outside the Trust. In this way, no internal school applications have direct access to the school's MIS.

Document aims

This document details the data objects and items that are shared, the use of, use by, storage and storage duration, safeguarding and security of the data that you [Name of Academy within the Trust], will share with us [Greenwood Academies Trust]. This information provides a framework for our Data Sharing Agreement (DSA) with you. The DSA is an important document, which supports our joint obligation to comply with the Data Protection Act 2003 and comply with the Information Commissioner's Office (ICO) mandate. In order to use StoreMyData your organisation must understand and formally accept this agreement.

Overview of data movement in StoreMyData

This diagram details the movement and storage of data between your school MIS and StoreMyData with further explanation provided below.



Transfer and use of personal information

For the purpose of allowing authorised users to use StoreMyData we require transmission of specific personal information. These data will in part be classified in accordance with the UK Government's Information Security Design Manual Business Impact Levels.

Personal information about pupils who are currently on roll:

- identifiers including MIS record number, unique pupil number (UPN) and unique learner number (ULN)
- name
- gender, ethnicity, first language, special educational needs status, free school meals eligibility, pupil premium status
- home address, phone numbers and email addresses
- registration and year group

- assigned classes
- attendance marks during the current year
- conduct and exclusion information

Personal information about adults currently in the employment of the school:

- identifiers including staff code
- name
- gender
- work email address
- assigned classes

Personal information about pupil contacts with parental responsibility:

- name
- gender
- home address, phone numbers and email addresses

Information about the school:

- school name
- establishment number

Personal information about pupils, staff or contacts that have now left the school:

(pupils, staff and contacts)

- name
- gender
- home address, phone numbers and email addresses

(only for pupils, at the time of leaving the school)

- identifiers including MIS record number, unique pupil number (UPN) and unique learner number (ULN)
- ethnicity, first language, special educational needs status, free school meals eligibility, pupil premium status
- attendance marks during their final year
- conduct and exclusion information during their final year

Personal information about pupils, staff or contacts that have not yet started at the school:

- No data held

Use of Data

The Use of Data policy is provided for schools to ensure that, as data controllers, they have the ability to share data and that they consider there to be appropriate measures in place, ensuring that the data is held securely and confidentially. This document sets out how the Greenwood Academies Trust supports these objectives.

The Greenwood Academies Trust and its suppliers will be acting as 'data processors' as defined by the 2003 Data Protection Act. The Greenwood Academies Trust has taken all reasonable measures to ensure the safety and security of personal information and continues to review these measures on an on-going basis.

The data included in StoreMyData is used as a reference point for other online applications on the school network. In this way, other applications communicate with the StoreMyData database rather than access the school's MIS directly. Student conduct information entered directly into StoreMyData is transferred back to the school's MIS via GroupCall XporterOnDemand.

Data Storage

All database is stored within a MySQL database within the Trust network. All data that is not current, for example when pupils have left, is marked as archived within the database and any data that resides within the archive for longer than the prescribed statutory retention period for pupils is automatically deleted as part of the in-built synchronisation process. Contact and staff details are held for as long as explicitly linked pupil data is retained.

Data security

This information gives details of the management of data security in relation to the use of StoreMyData. Schools may wish to use this in conjunction with their fair use policy.

Information is extracted from the school Management Information System (MIS) using Groupcall's industry leading and secure Xporter software. The data is securely uploaded to StoreMyData using industry standard SSL encryption. A unique identifier configured by StoreMyData in Groupcall Xporter ensures that the information is linked to the correct customer account in StoreMyData. Groupcall Xporter accesses your school MIS system using credentials that you provide and cannot access it without them.

The information from your school is held inside the StoreMyData platform, which is hosted within the Greenwood Academies Trust's network. You can find out about the security and safety policies that affect your data in more detail by contacting the Greenwood Academies Trust.

In summary, the data you transmit to us is protected from exposure by the Trust's firewall, authentication, intrusion detection and physical access control systems.

Support

The Support team at the Greenwood Academies Trust are able to resolve or advise you on any technical issues that you encounter while using our products and provide first line support for Groupcall Xporter integration also. Occasionally it can be necessary for our support technicians to view the issue with you, in order to diagnose it fully and offer a solution. In circumstances where support technicians need to view the issue with you they may use remote access tools to view your computer with you, in which case you should remain at your computer and supervise the entire session.

All of our remote sessions allow you to retain control and allow you to terminate the session at any time. If your issue escalates and an additional support technician is required, then they may also be invited to join the remote session. In some cases where a second line escalation is required for Groupcall Xporter software this may involve also allowing a Groupcall support technician to join the remote session.

If your issue is a platform issue or requires changes to your account configuration, then the Greenwood Academies Trust staff may perform such configuration on your behalf from our secure management platform without requirement for remote access. You are reminded that you should avoid sending personal information, such as student/contact records, to us directly via email. You certainly should only send such information when supported by strong encryption, if there is an explicit requirement to do so. The Greenwood Academies Trust staff will advise the most secure method for transfer if there is such an explicit requirement.

Data life cycle

Your data's point of origin remains in the school MIS. Changes made in the MIS are transmitted to StoreMyData via Groupcall Xporter. Data is synchronised nightly from your school MIS.

New 'personal' records

When a new staff, pupil or contact record is detected in the MIS, and meets the selection criteria it will be uploaded to StoreMyData at the next transmission and appear in the user interface accordingly for authorised users.

Changed 'personal' records

When an updated staff, pupil or contact record is detected in the MIS, and meets the selection criteria it will be updated in StoreMyData at the next transmission and appear in the user interface accordingly for authorised users.

Deleted 'personal' records

When a member of staff, pupil or contact record in the MIS no longer meets the selection criteria or is deleted this will be notified to StoreMyData on the next transfer.

When a person is detected as deleted or left, StoreMyData immediately revokes permissions for that person and retains their historic activity for necessary statutory defined period to provide audit capabilities and to permit the restoration of data if required.

New group memberships

When a person is detected to have a new or changed group membership, eg registration group etc this will be notified to StoreMyData on the next transfer and will then be reflected in the user interface for authorised users.

Deleted or ended group membership

When a person is detected to have left a group membership, eg year group, class group, etc this will be notified to StoreMyData on the next transfer and will then be reflected in the user interface for authorised users.

Privacy Policy

This forms part of the application process to use relevant Greenwood Academies Trust products. The Head Teacher or an authorised member of staff will agree to have read and understood the terms and conditions outlined below:

Who is responsible for managing my information?

StoreMyData is provided by the Greenwood Academies Trust and its suppliers. The Greenwood Academies Trust is responsible for ensuring that your data is adequately protected in relation to the operation of StoreMyData platform.

Who can I contact if I have queries about this privacy policy?

5050 on the internal telephone system, or servicedesk@greenwoodacademies.org

Will you ever update this privacy policy?

We may update this privacy policy from time to time and we will send notification to your main account contact if this is the case.

How can I update my data?

The data in StoreMyData reflects the data in your school MIS system, hence to correct any inaccuracies you should correct the data in your MIS and allow an overnight update to occur. If it is important that data changes are shown in more urgently. For example, if a parent has been restricted from contact with their child by court order, then you can contact the Greenwood Academies Trust for assistance via 5050 on the internal telephone system, or servicedesk@greenwoodacademies.org.

What information do we collect?

We collect pupil, staff and parental contact information such as names, record identifiers and contact details as well as conduct information for pupils.

The full information we collect is detailed in the section entitled Transfer and Use of Personal Information, above.

What is my information used for in StoreMyData?

StoreMyData provides reference data for other applications rather than allowing these applications to access the school's MIS directly.

How is my information held within StoreMyData?

All data is stored within a database within the Trust network.

How long will my information be held for by StoreMyData?

Data is retained for prescribed statutory retention period for pupils. Contact and staff details are held for as long as explicitly linked pupil data is retained.

How do I delete my data from StoreMyData?

In order to terminate your account with us you must contact the Greenwood Academies Trust via 5050 on the internal telephone system, or servicedesk@greenwoodacademies.org.

Browser Cookies

StoreMyData makes use of browser cookies for the following purposes: To manage user authentication and to track individual user behaviour in order to continuously improve the product functionality and performance.

Next Steps...

If you need any further assistance or get in to any difficulty, please contact the Greenwood Academies Trust via 5050 on the internal telephone system, or servicedesk@greenwoodacademies.org.