

MINTclass Groupcall Data Sharing Agreement

What is MINTclass

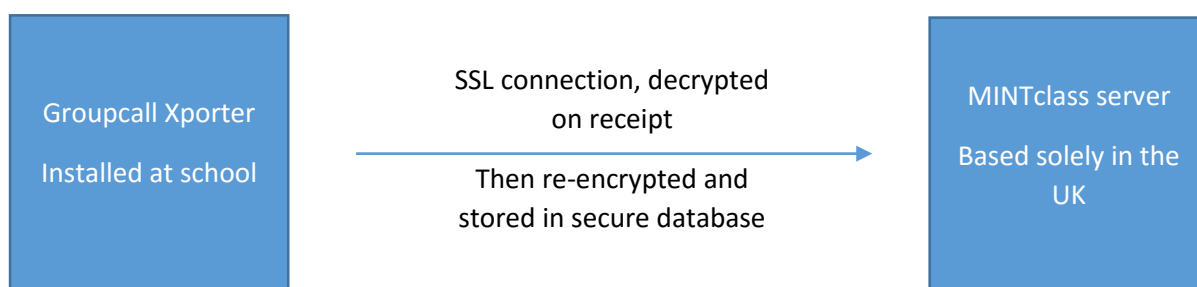
MINTclass is a powerful suite of products for schools which includes a seating planner that enables teaching staff to automatically create and manage their classroom seating plans. Information, as selected by the school, about each student is displayed in an easy to use manner. For more up-to-date information see www.mintclass.com

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 will share with us Minted Box Education Ltd. 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 MINTclass your organisation must understand and formally accept this agreement.

Overview of Data Movement in MINTclass

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



Transfer and Use of Personal Information

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

1. Personal information about pupils who are currently on roll: (Data with *s are only transferred if authorised by the school)
 - Identifiers including MIS record number, UPN and ULN
 - Name
 - Gender
 - DoB *
 - Start and leaving dates
 - Medical Codes *
 - Ethnicity
 - FSM and FSM6

- PP, EAL, G&T, Incare, Service child *
- Home / Mobile phone number and email address
- Registration and year group
- Year Group
- SEN code(s) *
- Form / Tutor / Group codes
- Assigned classes
- Attendance marks during the current year
- Photograph
- Lunch (packed, school, home etc)
- Assessment data (as chosen by school)

2. Personal information about adults currently in the employment of the school:
(Data with *s are only transferred if authorised by the school)

- MIS ID
- Title
- Initials (Staff code)
- Name
- Gender
- DoB *
- Email Address

3. Personal information about pupil contacts with parental responsibility:
We do not receive any parental information.

4. Information about the school:

- School establishment number
- School Name

5. Personal information about pupils, staff or contacts who have now left the school

When a pupil leaves the school all data is deleted. When a member of staff leaves the school their account is de-authorised, preventing login. The school can then decide to delete their account if they wish.

6. Personal information about pupils, staff or contacts who have not yet started at the school

We do not receive any information on pupils, staff or contacts that have not yet started at school.

Please see www.mintclass.com/groupcall-data for a full and complete list of all data extracted at the school as it is subject to change.

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 Minted Box Education Ltd supports these objectives.

Minted Box Education Ltd and its suppliers will be acting as 'data processors' as defined by the 2003 Data Protection Act. Minted Box Education Ltd 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.

Data Storage

Data is encrypted at rest on the server (UK based). Data is stored in a SQL database provisioned for the school. Each school's data is held in a separate database with separate access control accounts. This ensures secure separation of data and ease of deletion. Data will be retained for the duration of the contract and will be deleted upon termination of the contract within 48 hours.

Data Security

This information gives details of the management of data security in relation to the use of MINTclass 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 MINTclass using industry standard SSL encryption. A unique identifier configured by Minted Box Education Ltd in Groupcall Xporter ensures that the information is linked to the correct customer account in MINTclass. 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 MINTclass platform, which is hosted at **Memset Ltd.** - <http://www.memset.com/about-us/datacentre/> - a G-cloud accredited secure hosting provider

You can find out about the security and safety policies that affect your data in more detail by contacting Minted Box Education Ltd.

In summary, the data you transmit to us is protected from exposure by two factor authentication for main user access to the system, this can be further tightened by restricting to IPs provided by the school. We also provide SSO to Frog and Active Directory moving access control to the school.

The server is protected by both software and hardware level firewalls. The server runs intrusion detection software which will alert the server hosting company to any attempt 24 hours a day, they will deal with this accordingly. The server is physically secured by Memset's stringent security policies (<http://www.memset.com/about-us/security/>). Once a month the server undergoes a security penetration test by a 3rd party. Any security holes discovered by this test are closed within 24 hours (where technology permits).

For further information about data security, see <http://www.mintclass.com/security>

Support

The Support team at Minted Box Education Ltd 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 Minted Box Education Ltd 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. Minted Box Education Ltd 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 the MINTclass via Groupcall Xporter. Data is synchronised nightly from your school MIS. Additional exports can be manually implemented by us and / or the school if necessary to update.

New 'personal' records

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

Changed 'personal' records

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

Deleted 'personal' records

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

- When a person is detected as deleted or left, MINTclass immediately revokes permissions for that person and deletes their record.

New Group Memberships

When a person is detected to have a new or changed group membership, e.g. registration group, staff post, etc. this will be notified to MINTclass 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, e.g. year group, class group, etc. this will be notified to MINTclass 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 Minted Box Education Ltd 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?

MINTclass is provided by Minted Box Education Ltd and its suppliers. Minted Box Education Ltd is responsible for ensuring that your data is adequately protected in relation to the operation of MINTclass platform.

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

In the first instance please contact our UK support desk at support@mintclass.com who will direct your enquiry as necessary.

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 MINTclass 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 more urgently; for example, if a parent has been restricted from contact with their child by court order, then you can contact Minted Box Education Ltd for assistance via support@mintclass.com.

What information do we collect?

We collect student and staff contact information such as names, record identifiers and email addresses

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 MINTclass?

Your information is used to allow you to access MINTclass and create seating plans and view student data simply.

How is my information held within MINTclass?

Information is held securely within MINTclass using Mesmet Ltd a G-cloud accredited secure hosting provider.

How long will my information be held for by MINTclass?

MINTclass is simply a data processor and will keep information for the duration of the agreement. However, if a person or persons have been marked as left school by your school their data is removed from MINTclass.

How do I delete my data from MINTclass?

In order to terminate your account with us you must contact support@mintclass.com.

Browser Cookies

MINTclass 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 Minted Box Education Ltd via support@mintclass.com