

# **Privacy Policy – School Gateway**

## **Privacy Policy for Parents, students, school staff and others linked to an Establishment for messaging, payments and other information services via the Schoolcomms and School Gateway Service.**

### **Who we are**

In this policy, the references to ‘we’ and ‘us’ are to ISUZ Ltd, the provider of the Schoolcomms and School Gateway services. Our Data Protection Registration Number is Z8261740.

### **Our role**

ISUZ Ltd acts as a data processor on behalf of our school clients. In this capacity, ISUZ Ltd does not own or have independent rights to control the use of the data it processes on behalf of its clients; it acts solely on their instructions. As an agent processing data under the direction of its clients, ISUZ Ltd has no direct relationship with the individuals whose data it receives. Should you require details of the student data held by the school, please send requests directly to the school.

### **What information we collect and how**

The information we collect via this service or from you or your child’s school may include:

- (1) Any personal contact details you type in or submit, such as name, address, email address, mobile number.
- (2) Your preferences and contact choices
- (3) Messages sent to or from the school, until the school chooses to delete them
- (4) Attendance data where relevant and if the Attendance module is used by the school.
- (5) Other school data such as timetables, achievements, behaviour, reports, etc which the school may choose to publish via School Gateway
- (6) Purchase and consent data where relevant and if the Payments module is used by the school.
- (7) Meal selections and spend information gathered from cashless retailing providers if a school uses one and we integrate.
- (8) Other information relevant to customer surveys and/or offers.

### **What we do with your information**

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998 and other applicable laws. The details we collect will be used as follows:-

- (1) To comply with legal requirements.
- (2) The personal information given, messages sent and received, payments made, consent given, and attendance data will be shared with your own school(s) management only. Users can opt out or change their contact details in our records at any time using either their own chosen log in details or by contacting the school(s) as appropriate.
- (3) We share data with our Payments Processing Service Providers when you make a purchase using our Payments module. This information will be used to authenticate you as a cardholder when making credit or debit card transactions. This data includes name, mobile phone number, email address.
- (4) Transaction information relating to payments that you make whilst using our Payments service may be stored by our Payments Processing Service Providers.
- (5) We will not use your email address or phone number to send you information on products and services.
- (6) Meal purchase information is used only to provide visibility of purchases to the parents, students, and the school and its catering providers.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to ISUZ Ltd, Bude Business Centre, Kings Hill, Bude, Cornwall, EX23 8QN England.