

ParentLink

Privacy Policy / Fair Processing Notice

Web Site

This privacy policy applies to the ParentLink web site (www.parentlink.org.uk) and associated services provided by TenScope Limited. It does not apply to any other web sites run by TenScope Limited or any other products or services provided by TenScope Limited's individual products or their associated web sites which have their own separate privacy policies.

Purpose

The purpose of the web site is to schools to communicate with parents / carers of school pupils (and anyone else nominated by parents / carers as a contact in relation to a pupil) and school staff (and other people associated with the school such as governors and clergy) by email and/or SMS (text messages).

Data Held

That requires data (referred to as School Data) to be held relating to pupils, parents / carers and teachers / school staff / others as provided by schools. That data includes names, email addresses, relationships between parents / carers and pupils and information about classes / groups within the school their pupils and teachers / staff / others. Schools are responsible for ensuring that such data is accurate.

Data is also held relating to normal communication and contractual matters between the school and TenScope Limited, which may identify individual school staff / administrators.

Role

In relation to normal communication and contractual matters between the school and TenScope Limited, TenScope Limited acts as a Data Controller and data processing is carried out in relation to the contractual obligations to the school or in response to requests from individual school staff.

In relation to School Data, TenScope Limited acts as a Data Processor and not as a Data Controller and data processing is carried out for the purposes identified by the school as the Data Controller.

Data Transfer

The web site gives schools facilities to upload School Data securely and automatically direct to the web site from the school's Management Information System and does not rely on sending such data by email or any other insecure means.

The ParentLink web site operates wholly on secured connections with users using the HTTPS protocol.

Access to Data

School administrators and other people authorised by TenScope Limited will have access to School Data using access details provided to them and passwords. TenScope Limited will use reasonable endeavours to prevent any unauthorised access to such School Data.

Passwords

All users should, however, note that setting passwords which are not sufficiently strong or not adequately maintaining the secrecy of passwords may make it possible for unauthorised persons to gain access to relevant School Data.

Use of Data

Except, where appropriate, in relation to the normal operation of the ParentLink web site and associated services or to assist in the resolution of any problems with that web site / those services, School Data will not be used to contact any individual and, in particular, will not be used for marketing purposes.

Cookies

Except as described here, the web site does not require the use of cookies. The web site does set temporary session cookies which are essential for the operation of the web site. If those session cookies are blocked by users the web site will not function correctly. Such session cookies are not otherwise monitored or used in any way by TenScope Limited.

The web site also has a banner detailing the use of cookies on the web site which appears once on the first visit to the web site. A persistent cookie is set to prevent that banner reappearing on subsequent visits to the web site. If that persistent cookie is blocked by a user, the banner will reappear on subsequent visits but that will not have any adverse effect on the functioning of the web site.

Logging of Web Site Usage

Whenever you visit a page on the web site, information is sent to the web server, some or all of which may be routinely recorded in access logs. Those logs may be used by TenScope Limited or by third parties employed by TenScope Limited to analyse general usage patterns of the web site including, for example, which other web sites link to the web site and which web browsers users employ.

TenScope Limited will not use those logs to track legitimate users of the web site.

Those logs, including IP and network addresses, may however be examined by TenScope Limited or by third parties employed by TenScope Limited in the course of solving technical problems or in identifying, investigating, analysing, preventing or stopping any form of disruptive, malicious or unauthorised use of (or suspected use of) or interaction with the web site.

Emails / SMS (Texts)

Email is used for communication between schools and TenScope Limited and to respond to emails from parents / carers and teachers / staff / others and the service includes facilities for emails to be sent automatically to parents / carers and teachers / school staff / others, including, for users with access to the site, resetting passwords etc.

SMS (Texts) may also be sent to parents / carers and teachers / school staff / others as an alternative, or in addition to, emails except in relation to resetting passwords etc.

It should, however, be noted that email communication is inherently potentially insecure and TenScope Limited cannot therefore guarantee the confidentiality of emails. It is the responsibility of users to keep access to their emails secure and to follow any advice given about security, changing passwords etc.

TenScope Limited may retain copies of e-mails sent by or to individual users for the purposes of its normal business records.

Marketing

TenScope Limited may contact schools, businesses and other organisations directly by e-mail for marketing purposes (but will not intentionally contact private individuals). If you would prefer not to receive such e-mails, please contact us.

In relation to private individuals, except in response to particular enquiries or requests, unless the specific agreement of the individual user has been obtained, e-mail addresses and other information contained in such e-mails will not be used for any form of marketing, promotional, sales or other communication whether by e-mail, telephone, fax, post, text or voice message, social media or otherwise.

Web Server / Hosting

In common with most other businesses, TenScope Limited employs third parties to provide web servers, database and e-mail servers and associated services including maintaining access logs and e-mail records. Such third parties may require access to those access logs and e-mail records for their own legitimate business purposes, including provision of such servers and services either to TenScope Limited in particular or more generally.

TenScope Limited currently uses Fast2Host Limited (www.fast2host.com) to host all web servers and associated email and database servers and other services. Their data centre, where the servers are physically located, is within the UK.

Backups

TenScope Limited and third parties may hold backup copies of data to help ensure that data is properly protected against loss and to help ensure the reliability of the service provided.

Data Retention

TenScope Limited may retain School Data held on behalf of schools for as long as schools require / decide. Schools / school administrators are responsible for deciding how long particular data should be held and have facilities to delete historic data.

Logs, emails and backup copies of data, may, however, be retained as part of TenScope Limited's normal business records and as protection against accidental deletion of data by school administrators.

Release of Information

Except as set out above or as required by law, TenScope Limited will not release (or authorise the release of) any information capable of identifying an individual user (including IP and network addresses and e-mail addresses or information provided to TenScope Limited by e-mail) held in access logs or e-mail records to a third party without the consent of any such identifiable individual.

Protecting Data

TenScope Limited cannot, however, provide any absolute guarantee against unauthorised access to data. In particular, TenScope Limited does not have direct control over web servers and e-mail servers operated by third parties and, while TenScope Limited will use reasonable endeavours to prohibit and prevent unauthorised access, any party with access (or who can gain access by any means) to the third party web servers and e-mail servers may be able to access such data.

Your Rights

Unless subject to an exemption, you have the following rights:

- The right to request a copy of your personal data;
- The right to request that your personal data is corrected if it is found to be inaccurate or out of date;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request that a restriction be placed on further processing;
- Except where processing is not based on consent, the right to withdraw your consent to the processing at any time;
- The right to request that your personal data is erased where it is no longer necessary to retain such data;
- The right to object to the processing of personal data;
- The right to lodge a complaint with the Information Commissioners Office.

Contact Details

Contact details for TenScope Limited are shown on the ParentLink web site. Parents / carers and teachers / staff having problems with the service should however contact their school office in the first instance.

Contact details for the Information Commissioners Office are on their web site (www.ico.org.uk).

Version 2.0
23rd May 2018

TenScope Limited
Registered in England, Company No. : 06656008
Registered Office : Suite F3 Sunley House, Olds Approach, Watford, England, WD18 9TB