

LGfL Customer Data Processing

PROCESSING, PERSONAL DATA AND DATA SUBJECTS

1. The Service Provider shall comply with any further written instructions with respect to processing by the Service User.
2. Any such further instructions shall be incorporated into this document.

| Description | Details |
|---------------------------------------|---|
| Subject matter of the processing | <p>Processing of personal data relating to students and teaching / non-teaching staff at schools for the proper administration and facilitation of teaching, including access to educational applications and learning resources</p> <p>Processing of personal data relating to parents and children for the proper administration and facilitation of a school place through Pan London co-ordination</p> <p>Processing of personal data relating to parents for the proper administration and facilitation of Free school meals eligibility</p> <p>Processing of personal data to facilitate backups and disaster recovery services for data held by schools</p> |
| Duration of the processing | For the duration of the Agreement |
| Nature and purposes of the processing | <p>Processing in respect of products and services provided as part of LGfL Managed IT and Connectivity Services to schools including:</p> <p>Electronic messaging including email, text and secure messaging; Identity and access management services; directory synchronisation services; service desk and support services; video conferencing services; telephony and digital voice services; remote access services; web and email filtering; network monitoring; cloud service provision including Google/G Suite & Microsoft transition services; data backup and disaster recovery services; free school meals provision; management and co-ordination of school admissions; web hosting; file management and organisation; homework management and support services; specialist support provision for children; Federated learning resource providers; and network services</p> <p>Processing activities include: collection; recording; storage; retrieval; matching; combining; erasure; subject access requests; statutory obligations; and assessment</p> |
| Type of Personal Data | Students: Names; Preferred Names; Admission Number; Current National Curriculum Year; Enrolment Status; House; Registration Group; Registration Year Group; Roll Status; Unique Pupil Number; Class name; |

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| | <p>Home language; Translator Requirement; Subject; Class Name; Group description Group name; Supervisor Free School Meal indicator; Date of Birth; Gender; Current School/ Nursery; Looked after child; EHCP; Exceptional Medical or Social information; Address; Council Tax; Sibling; Multiple birth; Faith; School preferences; School outcome; and Child of a staff member at a preference school</p> <p>Teacher / Governors / Trustees: Date of Birth; Gender; Name; Title; Teacher Number; Class Name; Subject; Home email address; Work email address; Mobile phone number; Voice over IP (VoIP) address; SIP address; E164 number; Home postcode</p> <p>Supervisors: Name; Display name; Group description (Long name); Group name; Group type</p> <p>Parent / Guardian: Name; Title Gender; Contact Priority; Court Orders; Parental responsibility; Relationship to student; Home email address; Work email address; Mobile phone; Address; Sibling names; Sibling addresses (if different) Second contact name and relationship to child; Council Tax; NI number; Date of Birth; Faith; School preferences; Former pupil at a preference school; Reason for school preference – religious or philosophical; School outcome; School outcome response with reasons; and Crown servants.</p> <p>Local Authority Admissions Software Suppliers: Name; Title; Date of birth; Gender; email address; and mobile number</p> |
| Categories of Data Subject | Students; Teachers; Supervisors; Parents; Non-teaching staff; School governors; Trustees; and IT support organisations |
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | <p>Personal Data will be returned or destroyed in accordance with clause 10.7 of the Agreement, provided that the Service User may retain Personal Data or information relating to Personal Data as necessary to comply with the regulatory obligations of the Service Provider</p> <p>Note that Personal Data may be retained in archive copies held by the Service Provider or its Sub-processors. Such Personal Data is not readily available and will be destroyed or otherwise made unusable either at the time the archive copy is accessed if required to restore the Services or as archive copies are replaced in the ordinary course of maintaining the Services</p> |

3. The Service User acknowledge and accepts that the following Sub-processors may process Personal Data on behalf of the Service Provider:

3.1. Virgin Media Business Limited;

3.2. Adept Education;

3.3. *Suppliers supporting the LGfL federation (i.e. secure and authenticated access to third party applications):* j2e; Listening Books; It's Learning/Fronter; 2Simple/PurpleMash; 3P Learning/Mathletics; New Era Education/DB Primary; Discovery

Education/Espresso; Google; WebBased CPD; CASCAiD; eChalk; ClickView; Tower Hamlets LA/Freshdesk; Busy Things; Esri (ArcGIS); iTrent; Synch Tank.

- 3.4. Local Authorities supporting eAdmissions and Pan London co-ordination: All London local authorities; Kent; Essex; Herts; Surrey; Thurrock
- 3.5. Local Authority Admissions Software Suppliers supporting eAdmissions and Pan London co-ordination: CACI, Capita, Synergy
- 3.6. Department for Education (DfE) for manual queries relating to Free School Meals eligibility for parents
- 3.7. Other IT suppliers: JISC/Janet (Secure Internet Service and DDoS Protection); Sophos (Malware Protection); Cisco (Network Devices); Malwarebytes (Malware Protection/Remediation); Autotask (IT Management Solution); Adobe (Creative Cloud); Egress (Secure Email); Microsoft Azure EU (Virtual Servers); Amazon Web Services EU (Virtual Servers); Google G Suite (Document Management); Microsoft Office 365 EU (Document Management); Redstor (Disaster Recovery); Positive-Internet (Website Hosting); HubSpot (Customer Relationship Management (CRM)); HaloPSA (Incident Management); CDW UK (Hardware and Software Licences); Hyper Office (Project Management); Group Call (Incident Notification Management).