

## Privacy Policy

### Introduction

We are committed to safeguarding the privacy of our software users. This policy applies where we are acting as a data controller and/or processor with respect to the personal data of our website visitors and our service users.

### How we use your personal information

School Spider Ltd complies with its obligations under [the GDPR]. This privacy notice is to let you know how we promise to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, sharing your information with sub processors and the choices you give us about what marketing you want us to send you. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

### Data Protection

School Spider promote a positive culture of data protection compliance across the business. We adhere to all GDPR regulations, with half termly meeting to discuss any further action we need to take in relation to GDPR.

All staff receive training on data protection and the impact of information breaches and risks.

Our data protection officer is Alex Ellis.

### Our Privacy Promise

We promise:

- To keep your data safe and private.
- Not to sell your data.
- To give you ways to manage and review your marketing choices at any time.

### Who we are

School Spider Ltd act as a data controller and/or processor, depending upon your relationship with us. This policy will outline how and why we use your data as both a processor and controller.

If you have any questions, or want more details about how we use your personal information you can contact us on 0161 635 0255 or email [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk)

## How the law protects you.

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside School Spider Ltd. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is in our legitimate interest, or
- When you consent to it.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

Here is a list of all the ways that we may use your personal information, and which of the reasons we rely on to do so. This is also where we tell you what our legitimate interests are.

What we use your personal information for	Our reasons	Our legitimate interest
<ul style="list-style-type: none"> <li>• To manage our relationship with you or the organisation</li> <li>• To administer our software and business</li> <li>• To develop new ways to meet your needs and grow our business</li> <li>• To provide advice or guidance about our products and services</li> <li>• To send statements, invoices and payment reminders to you, and collect payments from you</li> <li>• To send you information on updates and services within School Spider</li> <li>• To keep our software secure and prevent fraud</li> <li>• To verify compliance with the terms and conditions governing the use of our software</li> <li>• To exercise our rights set out in agreements or contracts</li> </ul>	<ul style="list-style-type: none"> <li>• Your consent</li> <li>• Fulfilling contractual duties</li> <li>• Our legitimate interest</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping our records up to date</li> <li>• Working out which of our services may interest you and telling you about them</li> <li>• Developing products and services and what we charge for them</li> <li>• Being efficient about how we fulfil our legal and contractual duties</li> <li>• Providing resources and information which are relevant to you and your school</li> <li>• Keeping you up to date with developments within the service we provide to you or the organisation you work for</li> </ul>

## Collecting personal information

We use different types of personal data, we have grouped them below.

Type of personal Information	Description
Contact	Your organisation name, email address, contact number, named contacts and their position within the organisation
Contractual	Details about the products or services we provide to you
Technical	Information about your computer and about your visits to and use of our software. Including geographical location, browser type and version, operating system, referral source, length of visit, page views and software navigation paths
Usage	Information that you post to our software for publication along with data stored within the software
Profiles	Personal profiles created within the software, including name, email address, profile picture and username/password
School MIS Data	Parent and pupils name, gender, year group, telephone number, email addresses and username/password
Consent	Any permissions, consents or preferences that you give us. This includes things like how you want us to contact you
Financial	Your bank name, account name, account number and sort code.
Website Usage	Details about how your website is used using Google analytics.

## Where we collect personal information from

Data you give to us:

- When you complete our contact form on our website
- When you talk to us on the phone
- When you meet us at conferences or meetings
- If you take part in a competition or promotions
- In emails and letters
- If you request to use our parent payment shop, we will ask for your financial information to store. This is so you can receive the funds for your orders.

Data we collect when you use our services:

- If you integrate your school MIS with School Spider or manually upload parent/pupil data to the software. (This includes the names, gender, email address, contact number, username and password for parents and pupils)
- Information that you provide when you complete your profile on our software (including your username, password, name, gender and email address)
- Information about your computer and about your visits to and use of the software

Data from third parties:

- Schools or companies that introduce you to us
- Public information sources

## Who we share your personal information with

We will only ever share your personal data with the below organisations to either: fulfil our contract with you, on your instruction for a product or service you want to use, to access support functions or to contact you on the grounds of legitimate interest.

- Melbourne Server Hosting based in Manchester UK
- Wonde - If you integrate your school MIS with School Spider, Wonde will be used to do the integration. We will only ever do this if you have asked us to do so. No data will be shared with Wonde without your consent.
- Mail Chimp - for marketing purposes and/or to email updates and important information about products or services we provide to you.
- Kashflow – an external payment software for the purposes of payment

## Sending data outside of the EEA

We will only send your email address and contact name outside the European Economic Area (EEA) to Mail Chimp for marketing purposes. Mail Chimp are a third-party software with data centres in the USA. This data is held securely and [conforms to EU privacy law OR abides by the EU:US Privacy Shield agreement]. You can choose to unsubscribe to these emails at any time.

## Marketing

We may use your personal information to tell you about relevant products and offers. This is what we mean when we talk about 'marketing'.

The personal information we have for you is made up of what you tell us, and data we collect when you use our services, or from public information sources.

We study this to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you.

We can only use your personal information to send you marketing messages if we have either your consent or a 'legitimate interest'. That is when we have a business or commercial reason to use your information. It must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by contacting us at any time or clicking "unsubscribe" on any emails you receive.

## How long we keep your personal information

We will keep your personal information for as long as you are a customer of School Spider Ltd.

If you choose to leave School Spider, we will not keep your data any longer than 60 days.

## How to get a copy of your personal information

Please contact School Spider via email [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk) if you would like to access your personal information.

## Letting us know if your personal information is incorrect

Any pupil or parent data held by School Spider will need to be updated by the school. If you have chosen to integrate your MIS with School Spider, the data will update each evening should you make any changes in your school MIS.

You have the right to question any information we have about you that you think is wrong or incomplete. Please contact us on [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk) or 0161 635 0255 if you want to do this. We will then take the reasonable steps to check it is accurate and correct it if necessary.

## What if you want us to stop using your personal data?

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

You can contact us at any time via [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk) or 0161 635 0255 if you want us to stop using your data. We can also restrict the use of personal data should you only want to be contact for specific reasons, please let us know if you wish to do this.

For the data from your school MIS there is a tick box in the software to remove the integration at any time. You can restrict and limit what data is pulled through by making it inactive and this will stop the processing of data. If you are not integrated with your MIS you can manually delete users from School Spider at any time.

## How to withdraw your consent

You can withdraw your consent at any time. Please contact us if you want to do so.

## How to complain

Please let us know if you are unhappy with how we have used your personal information. You can contact us via email [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk) or call 0161 635 0255.

## Our details

This software is owned and operated by School Spider.

We are registered in England and Wales under registration number 08423446, and our registered office is at:

School Spider  
74 Dickenson Road  
Manchester  
M20 2PW

Our principal place of business is at:

School Spider  
678 Burnage Lane  
Manchester  
M19 1NA

You can contact us:

(a) by post, using the postal address [given above];

(c) By telephone, 0161 635 0255; or

(d) By email, using [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk).

## Cookies

Our software uses cookies.

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

We use both session and persistent cookies on our software.

Most browsers allow you to refuse to accept cookies; for example:

(a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";

(b) in Firefox (version 47) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and

(c) in Chrome (version 52), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.

Blocking all cookies will have a negative impact upon the usability of many softwares.

If you block cookies, you will not be able to use all the features on our software.

You can delete cookies already stored on your computer; for example:

(a) in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at <http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>);

(b) in Firefox (version 47), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and

(c) in Chrome (version 52), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".

Deleting cookies will have a negative impact on the usability of many software's.