BounceTogether Data Sharing Agreement
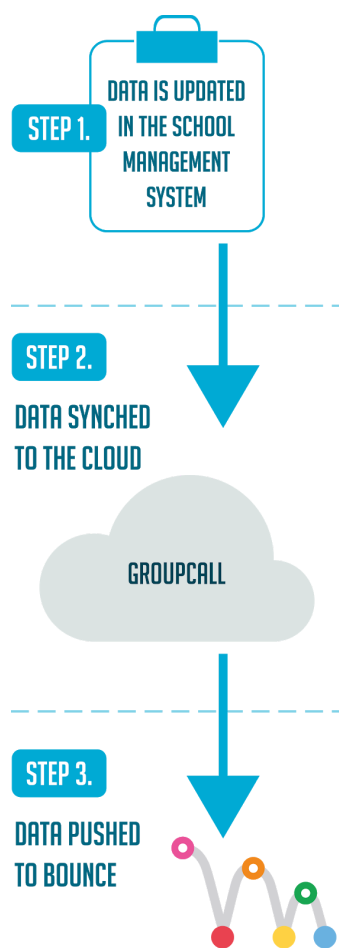
What is BounceTogether?

BounceTogether is a software platform that enables you to capture data through the use of an online survey that you can then use to measure performance and improvement throughout your School/Organisation.

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 (the customer), will share with us Jobaca Solutions Limited (the company). 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 BounceTogether your organisation must understand and formally accept this agreement.

Overview of Data Movement in BounceTogether

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

Transfer and Use of Personal Information

For the purpose of allowing authorised users to use BounceTogether 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:

   The following information obtained from Xporter is stored in BounceTogether.

   - Identifiers including MIS record number, UPN and ULN
   - First name and Surname (preferred and legal)
   - Gender
   - Date of Birth
   - Registration, year group and House
   - Assigned classes
   - Attendance marks during the current year
   - Photograph
   - Supplementary information: Free School Meals (FSM), Pupil Premium (PP), English as Additional Language (EAL), Special Education Needs (SEN), Gifted and Talented

2. ## Personal information about adults currently in the employment of the school:

   We store the below for adults currently employed by the School:

   - Title, First Name and Surname
   - Role / Responsible classes

3. ## Personal information about pupil contacts with parental responsibility:
   - Title
   - First Name and Surname

4. ## Information about the school:
   - School name
   - Address / Postcode
   - Unique Reference Number (URN)
   - School DfE code
   - Local Education Authority (LEA)
   - Education Phase
   - Academy Trust (if applicable)
   - School Type
   - OFSTED Rating

5. ## Personal information about pupils, staff or contacts who have now left the school
   - Title, First Name and Surname
   - Role / Responsible classes

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 Jobaca Solutions Limited supports these objectives.

Jobaca Solutions Limited and its suppliers will be acting as 'data processors' as defined by the 2003 Data Protection Act. Jobaca Solutions Limited 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

Every effort is made to ensure the data held by the BounceTogether platform is secure and our reputable hosting provider apply a variety of techniques to ensure the data is kept safe. These include but are not limited to; the premises is surrounded by 3m high fencing and 25 CCTV cameras, an electronic access control system prevents authorised access, plus the facility is manned 24/7 ensuring the network is fully protected at all times.

Data Security

This information gives details of the management of data security in relation to the use of BounceTogether. 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 BounceTogether using industry standard SSL encryption. A unique identifier configured by Jobaca Solutions Limited in Groupcall Xporter ensures that the information is linked to the correct customer account in BounceTogether. 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 BounceTogether platform, which is hosted within the United Kingdom. You can find out about the security and safety policies that affect your data in more detail by contacting Jobaca Solutions Limited.

Support

The technical representatives at Jobaca Solutions Limited 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 representatives to view the issue with you, in order to diagnose it fully and offer a solution. In circumstances where this needs to be viewed remotely, 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 Jobaca Solutions Limited 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. Jobaca Solutions Limited 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 BounceTogether via Groupcall Xporter and changes are synchronised nightly from your school MIS.

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 BounceTogether 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 BounceTogether 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 stops being transmitted to BounceTogether.

When a person is detected as deleted or left, BounceTogether immediately revokes permissions for that person and retains their historic activity indefinitely to provide audit.

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 BounceTogether 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 BounceTogether 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 Jobaca Solutions Limited 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?

BounceTogether is provided by Jobaca Solutions Limited and its suppliers. Jobaca Solutions Limited is responsible for ensuring that your data is adequately protected in relation to the operation of BounceTogether platform.

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

Please contact us directly from our website: www.bouncetogether.co.uk

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 BounceTogether 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 us for assistance via the contact details on our website www.bouncetogether.co.uk

What information do we collect?

We collect student, staff and parental contact information such as names, record identifiers and contact details. 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 BounceTogether?

The information stored on the BounceTogether platform is used to enable the customer to issue surveys and collect responses to questions. You can do many things in Bounce, like run reports to view the information collected to analyse performance/improvement.

How is my information held within BounceTogether?

The Data is stored on the BounceTogether platform using reprutable companies and industry-standard to ensure that the information is kept safe.

How long will my information be held for by BounceTogether?

The information on the BounceTogether platform will be held for the duration of the contract/term that the customer has signed up to and extended thereafter.

How do I delete my data from BounceTogether?

In order to terminate your account with BounceTogether, you must contact us in writing, expressing your wishes to stop using the BounceTogether platform. Upon receipt and not more than 90 days from the end of your contract/term, your data will be destroyed.

Browser Cookies

BounceTogether makes use of browser cookies for the following purposes:

To manage user authentication and to track individual user behaviour (e.g. platform usage) 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 us via the contact details on our website; www.bouncetogether.co.uk