

Data Sharing Agreement

BounceTogether

1. Introduction and Document Aims

This document details the data objects and items that are shared, the use of, use by, methods, storage/storage duration, safeguarding and security of the data that you (the “customer”), agree to share with us Bounce Together Ltd (the “company”) company number 11799491.

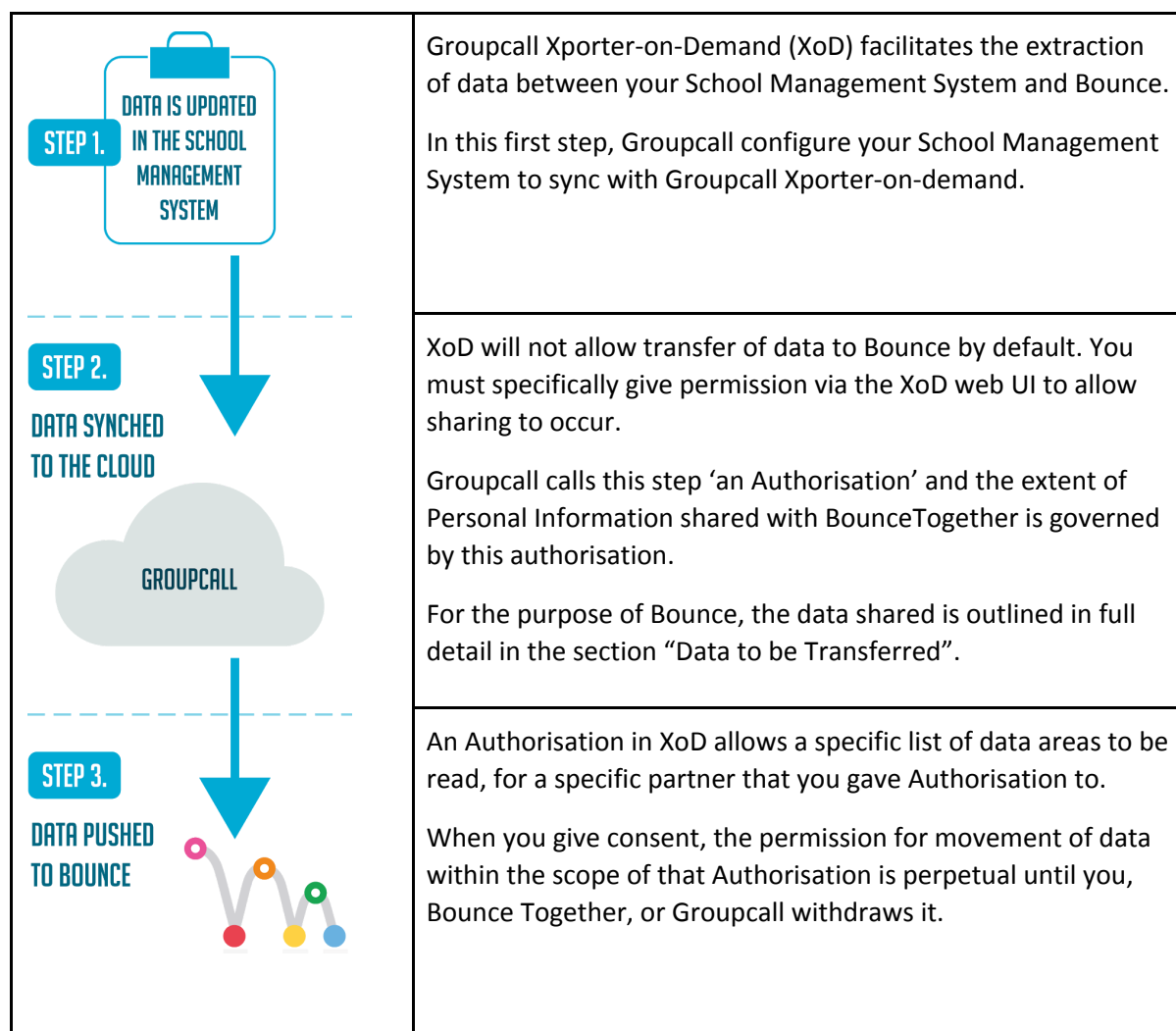
1.2 Definition and Interpretation

In this agreement the following words and phrases shall have the following meanings, unless the context otherwise requires.

Term	Definition
The Act or DPA	Refers to the Data Protection Act 2018, General Data Protection Regulations (GDPR) and all applicable laws and regulations relating to the processing of the Personal Data and privacy
BounceTogether or Bounce or	an online data capture tool that enables you to capture and analyse data through the use of online surveys. This platform is provided by Bounce Together Ltd (company 11799491).
data controller, data processor, personal data, processing	shall have the meanings given to them in the DPA and GDPR
Groupcall	the company and provider of the Xporter on Demand software
School Management System	or “MIS”, the software used by the customer to manage their student and staff data
school or customer	means the educational institution or organisation that Bounce Together Ltd provides the platform to
XoD or Xporter on Demand	an automated self-service solution to securely collect and deliver data to one or more selected partners, provided by Groupcall

2. Overview of Data Movement

In order for the Bounce platform to be of significant use, it must be provisioned with your School's user data. This section gives details of the movement and storage of data between your school MIS and Bounce when you consent to sharing your data.



2.1 Revoking Access

The Groupcall XoD console also enables you to revoke permission from a provider. When you revoke permission, you must specify an end date for that sharing and XoD will cease allowing access by the partner from that date. If you revoke permission retrospectively then data access may continue for up to 72 hours.

Withdrawing Authorisation for movement of a specific list of data areas to be read/written by a specific partner does not end your commercial relationship with that partner. If you do withdraw consent for data transfer for a specific partner then you need to also remember to instruct them to cancel any service(s) or contract(s) that you have in place and ensure that they dispose of your school's data in line with the partner's specific data sharing agreement that you initially Authorised.

3. Use and Processing Data

This section and document is provided for schools to ensure that, as data controllers, they have transparency over the data that is being shared and that they consider there to be appropriate measures in place, ensuring that the data is held securely and confidentially. This section provides information to support these objectives.

Bounce Together Ltd and its suppliers will be acting as data processors as defined by the Act and we have taken all reasonable measures to ensure the safety and security of personal information and continues to review these measures on an on-going basis.

3.1 Data to be Transferred

To enable you to use all functionality of the BounceTogether platform, we require transmission/sharing of specific information from your MIS. The data that is shared, is detailed below. Note that the fields listed under the “School Details” heading are not categorised as personal data but are included for completion.

3.1.1 Pupil Data

MIS Record number (Student ID)
Forename
Surname
Gender
Date of Birth
Registration Group Code
Registration Group Name
Registration Group Year
School Email
Leaving Date
FSM Eligible
Pupil Premium
EAL
SEN Provision
Gifted

3.1.2 Staff Data

Forename
Surname
School Email
Record number (Staff ID)
Gender
Date of Birth
Current Employee Status (current, left etc)
Job Role

3.1.3 School Details

School Name
Governance
Education Phase
Address
DFE ID
LEA

3.2 Data Life Cycle

Your data's point of origin remains in the school MIS, which means the School is responsible for the quality of the data that is being shared. Any of the changes that you do make in the MIS, will be synchronised to Bounce as described below.

3.2.1 New 'personal' records

When a new staff or student 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.

3.2.3 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.

3.2.4 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.

3.2.5 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.

3.2.6 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 Bounce on the next transfer and will then be reflected in the user interface for authorised users.

3.3 Data Storage and Security

The information from your school is held inside the BounceTogether platform, which is hosted within the United Kingdom.

Every effort is made to ensure the data held by the Bounce is secure and our reputable hosting provider apply a variety of techniques to ensure the data is kept safe. In terms of the data sharing between the BounceTogether platform and Groupcall XoD, the data is securely uploaded using industry standard SSL encryption and a unique identifier configured in Groupcall XoD ensures that the information is linked to the correct customer account on Bounce.

Groupcall Xporter accesses your school MIS system using credentials that you provide and cannot access it without them.

For more information about the security policies that apply to the BounceTogether platform, contact Bounce Together Ltd.

3.4 Support

The technical representatives at Bounce Together Ltd 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 Bounce Together Ltd 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. Bounce Together Ltd staff will advise the most secure method for transfer if there is such an explicit requirement.

4. Privacy

This forms part of the application process to use relevant Bounce Together Ltd Products. The Head Teacher or an authorised member of staff will agree to have read and understood the terms and conditions outlined below:

4.1.1 Who is responsible for managing my information?

BounceTogether is provided by Bounce Together Ltd and its suppliers. Bounce Together Ltd is responsible for ensuring that your data is adequately protected in relation to the operation of BounceTogether platform.

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

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

4.1.3 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.

4.1.4 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

4.1.5 What information do we collect?

We collect student and staff 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.

4.1.6 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.

4.1.7 How is my information held within BounceTogether?

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

4.1.8 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.

4.1.9 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.