

# **Bromcom Computers Plc**

## **GDPR Compliance and Privacy Statement**

Updated 14 May 2018

### **Objective of this statement**

[1] This statement explains how Bromcom Computers Plc (Bromcom) complies with the General Data Protection Regulation (GDPR) which is effective from 25<sup>th</sup> May 2018. The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. Because the GDPR is a regulation, not a directive, it does not require EU national governments to pass any enabling legislation and is directly binding and applicable. Legislation concerning data protection up until 25<sup>th</sup> May 2018 has been centred around the Data Protection Act 1998, an Act which Bromcom has also fully complied with.

[2] This statement also sets out Bromcom's Privacy Policy for users of its Management Information Systems software and its MyChildAtSchool website.

### **[1] Bromcom's statement of GDPR compliance**

Bromcom is committed to high standards of information security, transparency and privacy. We place a high priority on protecting and managing data in accordance with accepted standards. The company complies with the GDPR as it applies to Bromcom. Bromcom continually seeks to ensure the confidentiality, integrity and availability (to authorised persons) of the personal data we store or process. We maintain appropriate technical and organisational security measures to protect personal data against accidental or unlawful destruction or loss, alteration, unauthorised disclosure or access.

### **Data Controllers and Data Processors**

Bromcom is a company that

- keeps its own records about Bromcom staff, suppliers, customers and potential customers
- supplies Management Information System software and services to schools and organisations that oversee schools such as local authorities (LAs) and Multi Academy Trusts (MATs).
- Supplies education based information to parents and guardians of pupils via the MyChildAtSchool website

In the view of the GDPR

- Bromcom is a Data Controller when it collects personal data about its staff, suppliers, customers and potential customers;
- Bromcom is a Data Processor when it uses its Management Information System software and MyChildAtSchool website to process the personal data that schools, LAs and MATs collect about their pupils and staff. The schools, LAs and MATs in this situation are the "Data Controllers".

### **Data Controller responsibility**

In its role as a Data Controller, Bromcom can be contacted via the Company Secretary at the Bromcom registered office address.

Schools as Data Controllers can be of many different types such as local authority maintained primary and secondary schools, academies, free schools, studio schools etc. Aside from the GDPR, schools have a legal right to collect and use personal data relating to their pupils and families in order to meet legal requirements and legitimate interests set out in UK law including the Education Act 1996 and the Education Regulations 2013. Each school will set out its position as a Data Controller, and the rights of parents, pupils and staff in relation to how the school controls that data. If you have questions about personal data collected by a school, please contact the school directly.

### **Bromcom's appointment as Data Processor**

By the fact that a school, LA or MAT (the Bromcom Customer) has contractually engaged Bromcom to provide Management Information System software and services, Bromcom takes this action of engagement as an unambiguous consent by the school, LA or MAT that Bromcom shall process the personal data collected by that Data Controller.

### **Bromcom's responsibilities under GDPR**

#### **[a] As a Data Controller and Data Processor**

Bromcom will adhere to the rules and regulations of the GDPR legislation, and further adhere to the guidance and procedures put forward by the Information Commissioner's Office (ICO), the body that upholds and enforces this legislation in the UK

#### **[b] As a Data Processor**

Bromcom will hold and process the data of its customers only for the purposes of education management. Bromcom will only store and process such data as is required to provide a Management Information service to Bromcom Customers.

Bromcom does not store Bromcom Customer data outside of the European Economic Area (as required by the Department for Education).

Bromcom does not sell or otherwise transfer Bromcom Customer data to other organisations for the purposes of advertising or marketing. All data provided by the Bromcom Customer for the purposes of processing is the under the ownership of the Bromcom Customer.

## **[2] Bromcom's Privacy Statement**

Bromcom collects and keeps its own records about Bromcom staff, suppliers, customers and potential customers (Company Records).

Bromcom processes personal data provided by Bromcom Customers who are Data Controllers (mostly schools, local authorities or Multi Academy Trusts) in the form of education based management data.

Bromcom takes all reasonable and necessary precautions to ensure that Bromcom Company Records and Bromcom Customer data is secure. In the event of a breach of security or privacy, Bromcom will contact the Data Controller at the Bromcom Customer in the first instance (in the case of processed data) and then inform the ICO if required by law.

Data collected and controlled by Bromcom which are **Company Records** include such information as staff details, supplier names addresses and email addresses and customer and potential customer contact details.

Data that is processed using the **Bromcom Management Information System software** for schools, local authorities or Multi Academy Trusts is processed to provide a very wide selection of timely, critical, strategic and up to date data and management information such as is required to administer a school, or the control of a school of schools by a local authority or Multi Academy Trust. Examples of data processed to produce such information is as follows: - standard lists such as "pupil names by class"; specialist reports such as "attendance monitoring"; specialist lists such as "dinner money list day by day"; specialist reports such as "progress in assessment"; aggregated reports which do not include name references; Department for Education requirements such as "pupil census" etc.

Data that is processed on the **Bromcom MyChildAtSchool.com website**, is for the most part available to parents and guardians of pupils at school (see the privacy statement below). Examples of the personal information presented here are: attendance reports, assessment reports, behaviour reports etc. Please note that as a Data Processor, Bromcom does not independently verify, and does not exert control over, data and information on pages appearing on the MyChildAtSchool website.

Bromcom ensures that all data is held securely. Bromcom always seeks to prevent data corruption and data loss.

Bromcom is ISO 27001 compliant. The ISO/IEC 27000 family of standards are international standards that help organisations keep information assets secure.

Any data storage uses modern and best practice encryption technology. Any data transfer over the internet is encrypted using modern SSL/TLS protocols. All data at rest is encrypted.

No personal data from Bromcom Customers is transported in an unencrypted format.

Bromcom servers and remote host servers are in secure locations.

Bromcom does not share Bromcom Customer data with third parties (unless required to do so by law) except where the Bromcom Customer has specifically requested that a link be made e.g. to a third party software application such as "Cashless Catering". Such third party links are at the sole discretion of the Data Controller, usually the school.

The Bromcom Help Desk service (if provided) is provided at the behest of the Bromcom Customer. Bromcom Help Desk operatives will only look into “reported problems” when instructed to do so by the Bromcom Customer. Only at this stage will a Bromcom Help Desk Operative potentially be required to examine personal data and only with a view to solving the “reported problem” put forward by the Bromcom Customer. All Bromcom Help Desk calls are logged on Help Desk monitoring software.

### **Retention of Data**

Should a Bromcom Customer reach the end of a contract with Bromcom to provide Management Information services, the data of the Bromcom Customer is made available for download from a secure site or by any other acceptable and secure method. Once downloaded by the Bromcom Customer the data is deleted by Bromcom.

A copy of the Bromcom Customer’s data is available to the Bromcom Customer at any time during its contract with Bromcom, upon request.

### **Privacy notes for users of the MyChildAtSchool.com (MCAS) website**

The MCAS website is for the most part used by parents and guardians of pupils at school.

The following defined terms are used here:

- “**MyChildAtSchool.com**”; “**mychildatschool.com**”; and “**MCAS**” mean the MyChildAtSchool.com Website.
- “**Partner School**” means an educational institution that has made information available to a Registered User of the Website.
- “**Registered User**” means someone who has provided registration details and who has a valid sign-in name and password allowing access to the Website. Usually this will be parents, guardians, teachers and others with a responsibility for the performance and welfare of children.

This MCAS privacy statement covers the process by which Bromcom collects, processes, maintains and discloses information that is presented to Registered Users of the MyChildAtSchool website.

Specific questions regarding information provided on the MCAS website should be directed to the Partner School (i.e. the Bromcom Customer that the MCAS site is linked to) in the first instance.

### **Personal identification information**

As a Data Processor, Bromcom does not collect or track personal information from MCAS website visitors. As a Registered User (i.e. someone who has provided registration details and who has a valid sign-in name and password allowing access to the website) your Data Controller is the Partner School.

### **Non-personal identification information**

The Company may collect non-personal identification information about Registered Users whenever they interact with the Website. Non-personal identification information may include the browser name, the type of computer and technical information about Registered Users means of connection to the Website, such as the operating system and the Internet service providers utilized and other similar information. Generic information from server logs may be used to track the number of hits to the MCAS website, and to find out what types of browser software are used by visitors. This information will be used only in aggregate form, and used solely for improving web site design.

**Web browser cookies**

The MCAS website does not use "cookies".

**How the Company protects your information**

Bromcom adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of any personal information, username, password, transaction information and data stored on the Website. Our MCAS website is in compliance with PCI vulnerability standards in order to create as secure an environment as possible for Users.

**Sharing your personal Information**

As a Data Processor, Bromcom only processes data on the MCAS website. Bromcom is not therefore in a position to sell, trade, or rent Registered Users or other personal identification information to third parties. You are entitled to request details of the personal information that your Partner School holds about you as the Data Controller.