

CPOMS Data Sharing Agreement

What is CPOMS?

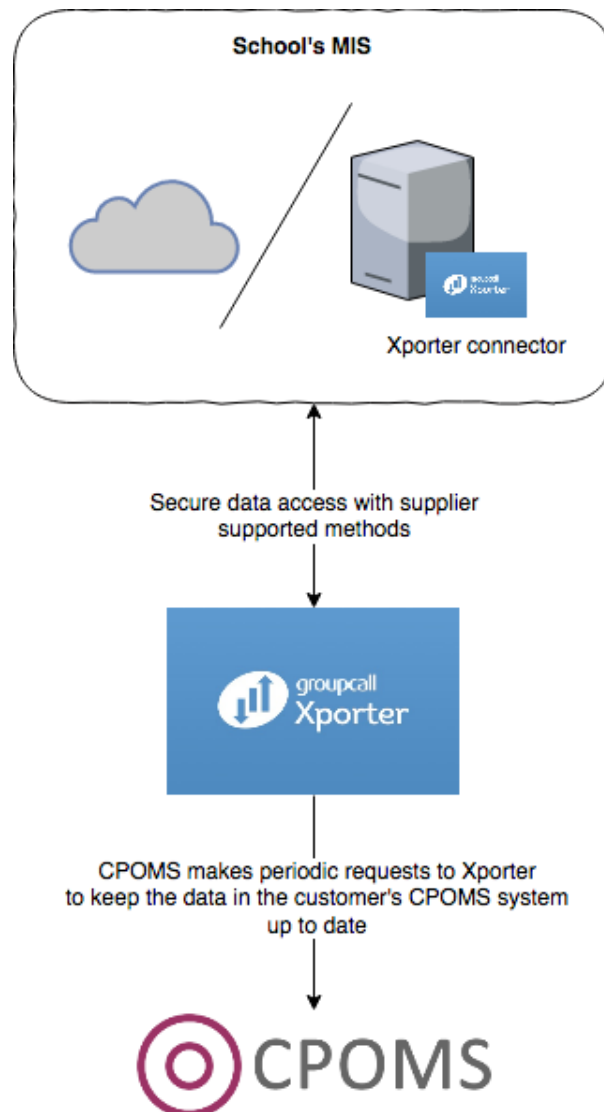
CPOMS is a revolutionary software application for monitoring child protection, safeguarding and a whole range of pastoral and welfare issues. Working alongside a school's existing safeguarding processes, CPOMS is an intuitive system to help with the management of child protection, behavioural issues, bullying, special educational needs, domestic issues and much much more. Using CPOMS, schools can ensure that students are safe and fully supported, whilst school staff can focus on teaching and providing support, instead of administration.

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 [School Name], will share with CPOMS Systems Limited. 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 1998 and comply with the Information Commissioner's Office (ICO) mandate. In order to use CPOMS your organisation must understand and formally accept this agreement.

Overview of Data Movement in CPOMS

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



Transfer and Use of Personal Information

For the purpose of allowing authorised users to use CPOMS we require transmission of specific personal information. These 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:

Context	Field name	Description
AttendanceCodes	Mark	
	Description	
	ShortMeaningDescription	
	PhysicalMeaning	
AttendanceForDateRange	Id	
	Date	
	Session	
	StudentId	
	Mark	
StudentSenTypeHistory	Id	
	NeedTypeDescription	
	NeedTypeVode	
	Students	list of student ids
Students	StudentSenProvisionHistory	SenProvisionCode
	SenProvisionDescription	
	Id	
	Forename	
	Surname	
	DisplayName	
	AdmissionNo	
	Genre	
	Upn	
	DateofBirth	
	UniqueLearnerNumber	
	MiddleName	
	LegalForename	
	LegalSurname	

	EntryDate	
	SenStatus	the linked sen provision
	FsmEligible	
	FsmEndDate	
	PupilPremium	
	Eal	
	Gifted	
	ReligionCode	
	Religion	
	EthnicityCode	
	Ethnicity	
	FirstLanguageCode	
	FirstLanguage	
	AddressBlock	
	AttStatsStartDate	
	NumPossMarks	
	NumPresMarks	
	NumAeaMarks	
	NumAuthAbsMarks	
	NumUnauthAbsMarks	
	NumMissMarks	
	NumLateMarks	
	NumLateBeforeRegMarks	
	GroupIds	ids of the groups the particular student belongs to
	StudentSiblingIds	ids of any siblings
	Photo	
Contacts	Id	
	Forename	
	Surname	

StudentContacts	HouseNo	
	District	
	TownOrCity	
	County	
	PostCode	
	HomePhone	
	WorkPhone	
	MobilePhone	
	HomeEmail	
	WorkEmail	
	Id	
	Relationship	
	Priority	
	ParResp	
StudentId		
ContactId		

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

Context	Field name	Description
Staff	Id	
	Title	
	Forename	
	Surname	
	LegalForename	
	LegalSurname	
	GroupIds	ids of any groups the staff member is assigned to

Context	Field name	Description
AttendanceCodes	Mark	
	Description	
	ShortMeaningDescription	
	PhysicalMeaning	
Groups	Id	
	Name	
	Type	

3. Information about the school:

4. Personal information about pupils, staff or contacts who have now left the school

As soon as a pupil no longer appears on an MIS list, CPOMS will automatically archive them. As CPOMS Systems Limited acts as the data processor Information held within CPOMS will be archived until such a time that the school asks in writing for it to be removed. If a member of staff leaves the school then you have the ability to disable their CPOMS account. Their name will be held on any CPOMS records they had input in case you needed recourse to that information in the future.

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 CPOMS Systems Limited supports these objectives.

CPOMS Systems Limited and its suppliers will be acting as 'data processors' as defined by the 1998 Data Protection Act. CPOMS Systems 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.

The data you transmit to us is entered into CPOMS to provide you with a general overview of all of the information you hold for a student. It is presented alongside the Child Protection, Safeguarding and Welfare information which you will record within CPOMS itself.

Data Storage

CPOMS are partnered with Memset (<http://www.memset.com>), a specialised UK hosting company who provide data centres. Memset are also an ISO 9001 (Quality) and ISO27001 (Information Security) certified company.

Memset use UK based data centres which are manned 24/7 by dedicated security personnel, with restricted access and internal CCTV monitoring.

In addition, CPOMS carries out additional daily backups from Memset to our own servers at our data centres in South Yorkshire. In the event of any catastrophic error involving both data centres, this would allow us to restore service to CPOMS quickly and with no data loss.

In addition to the SSL encryption, which ensures data transfer between your computer and the CPOMS server, and your MIS and the CPOMS server, is encrypted, we also perform data encryption on any sensitive information stored in the CPOMS databases.

The text of incidents, actions, and documents are encrypted when they are stored and unencrypted when an authenticated request is made to view them. This means if unauthorised access was obtained to the database where the information is stored, the data would still be encrypted and be unable to be viewed. This encryption also takes place using 256-bit AES encryption.

CPOMS Systems Limited will store data within CPOMS until such a point you were no longer to have a licence with is. At such a point in the future we would return all of that data back to you securely electronically. Once you had confirmed in writing that you had been able to access that data, we would arrange for it to be securely deleted from our servers.

Data Security

This information gives details of the management of data security in relation to the use of CPOMS. 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 CPOMS using industry standard SSL encryption. A unique identifier configured by CPOMS Systems Limited in Groupcall Xporter ensures that the information is linked to the correct customer account in CPOMS. 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 CPOMS platform, which is hosted in UK based data centres. You can find out about the security and safety policies that affect your data in more detail by contacting servicepoint@CPOMS.co.uk

In summary, the data you transmit to us is protected from exposure by firewalling, encryption, and two-factor authentication. It is stored within UK based Tier 3 Data Centres.

The CPOMS platform undergoes annual independent intrusion detection tests, as does our Information Security Management System (ISMS) as part of our ISO/IEC 27001:2013 compliance.

Support

The Support team at CPOMS Systems 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 support technicians to view the issue with you, in order to diagnose it fully and offer a solution. In circumstances where support technicians need to view the issue with, you 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 CPOMS Systems 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. CPOMS Systems 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 the CPOMS via Groupcall Xporter. Data is 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 CPOMS 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 CPOMS 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 CPOMS. When a person is detected as deleted or left, their historic activity is retained on CPOMS until such a point that the school requests in writing that they be removed. It is the responsibility of the school to control user access and revoke access for users.

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 CPOMS 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 CPOMS 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 CPOMS Systems 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?

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

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

In the first instance please contact our ServicePoint Helpdesk via servicepoint@meritec.co.uk or 0845 345 1155. Support is also available using the Contact Support button directly within CPOMS.

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 CPOMS 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 in CPOMS more urgently. For example, if a parent has been restricted from contact with their child by court order, then you can contact CPOMS Systems Limited for assistance via servicepoint@meritec.co.uk or 0845 345 1155.

What information do we collect?

We collect student, staff and parental contact information such as names, record identifiers and contact details. In addition, we take some more detailed student information around SEN Status, Medical Conditions and Attendance.

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 CPOMS?

The data you transmit to us is entered into CPOMS to provide you with a general overview of all of the information you hold for a student. It is presented alongside the Child Protection, Safeguarding and Welfare information which you will record within CPOMS itself.

Working alongside a school's existing safeguarding processes, CPOMS is an intuitive system to help with the management of child protection, behavioural issues, bullying, special educational needs, domestic issues and much much more. Using CPOMS, schools can ensure that students are safe and fully supported, whilst school staff can focus on teaching and providing support, instead of administration.

How is my information held within CPOMS?

All of the data you held within CPOMS is stored in Tier 3 UK based data centres. In addition to the SSL encryption, which ensures data transfer between your computer and the CPOMS server, and your MIS and the CPOMS server, is encrypted, we also perform data encryption on any sensitive information stored in the CPOMS databases.

The text of incidents, actions, and documents are encrypted when they are stored and unencrypted when an authenticated request is made to view them. This means if unauthorised access was obtained to the database where the information is stored, the data would still be encrypted and be unable to be viewed. This encryption also takes place using 256-bit AES encryption.

How long will my information be held for by CPOMS?

CPOMS Systems Limited will store data within CPOMS until such a point you were no longer to have a licence with is. At such a point in the future we would return all of that data back to you securely electronically. Once you had confirmed in writing that you had been able to access that data, we would arrange for it to be securely deleted from our servers.

How do I delete my data from CPOMS

In order to terminate your account with us you must contact CPOMS Systems Limited via servicePoint@meritec.co.uk or 0845 345 1155. The deletion of data forms part of the Exit Strategy and Decommissioning Appendix of the CPOMS SLA. CPOMS will require a minimum period of 3 calendar months to implement and complete this process.

Browser Cookies

CPOMS makes use of browser cookies for the following purposes:

To manage user authentication and to track individual user behaviour 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 CPOMS Systems Limited via servicePoint@meritec.co.uk or 0845 345 1155.

On behalf of CPOMS Systems Limited (the data processor)

Signed By:



Date: DD/MM/2018

John Wild, Director

On behalf of SCHOOL NAME (the data controller)

Signed By:

Date:
