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DATA SHARING AGREEMENT - Messenger v4 Remote Messaging

APPLICABILITY

This document applies to schools who publish groups from Groupcall Messenger v4, for all supported MIS systems. This document does not apply to Groupcall Messenger v5 customers, nor does it apply to Messenger v4 customers who *do not* publish groups.

VERSION INFORMATION

Date	Author	Notes
1 26 th November 2012	Tim Verlander	Simplify existing documentation

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INTRODUCTION

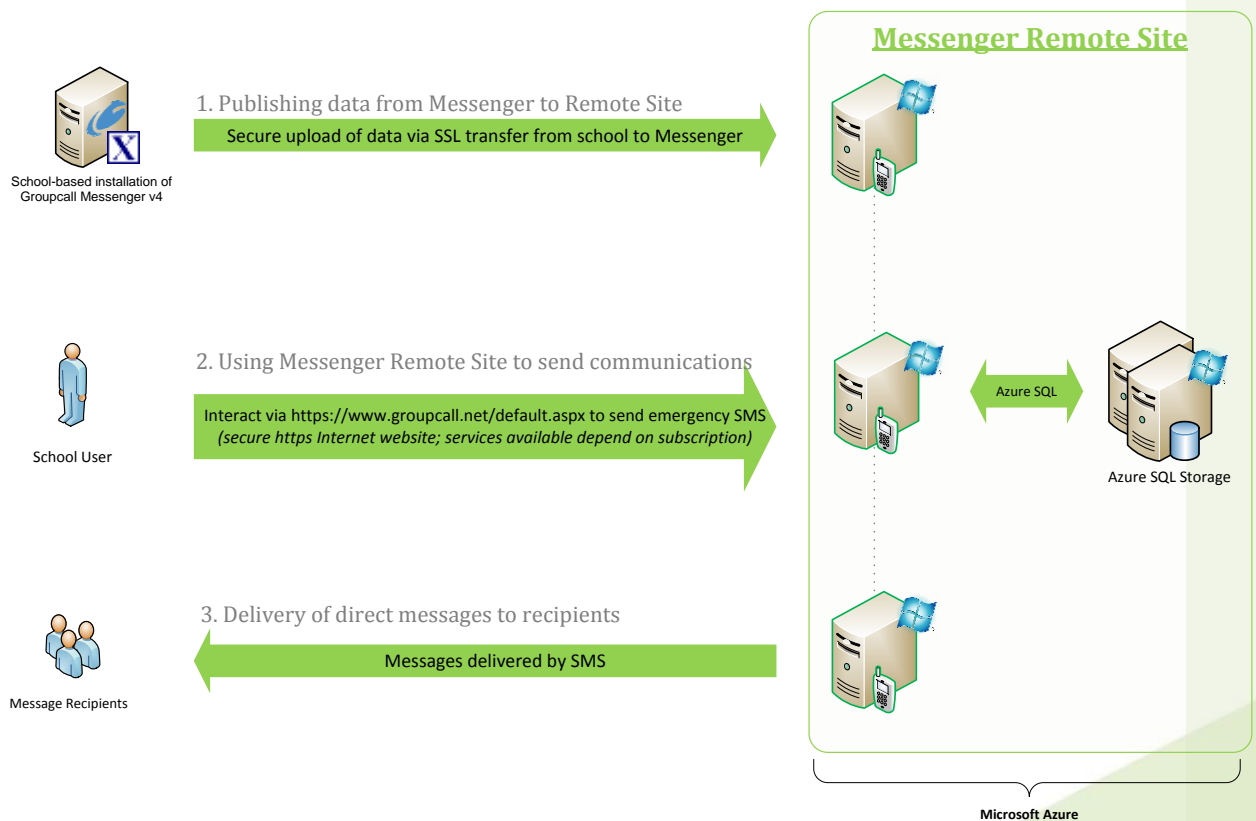
Groupcall Messenger is used by over 2,500 primary and secondary schools and provides an easy-to-use solution for parental communications. The system gives schools the ability to send text messages (SMS), emails and automated voice calls to the mobile phones and landlines of parents, staff and key contacts.

In order to allow you to access an accurate list of school contacts at any time Groupcall Messenger v4 can integrate with your school MIS system and maintains a secure copy of essential school data in our Groupcall Messenger v4 web platform when groups are published for remote access.

This document explains the selection, safeguarding and security of this data in detail and forms our Data Sharing Agreement with you. In order to use Groupcall Messenger v4's remote group publishing functionality your organisation must understand and accept this agreement.

OVERVIEW OF DATA MOVEMENT IN GROUPCALL MESSENGER

This diagram details the movement and storage of data from the Groupcall Messenger v4 product installed in school, to the Messenger v4 Remote Site; further explanation is provided below.



TRANSFER AND USE OF PERSONAL INFORMATION

Groupcall Messenger requires specific personal information for the purpose of allowing authorised users to build messages to be transmitted to students, staff and parents based on a range of selection criteria such as current group memberships or attendance.

1. Personal information about pupils who are currently on roll:
 - Name

2. Personal information about adults currently in the employ of the school:
 - Name
 - Mobile phone number

3. Personal information about pupil contacts with parental responsibility:
 - Mobile phone number

4. Information about your school:
 - School name and establishment number

Notes:

- This list of fields represents the maximum possible transfer; business requirements and MIS data availability dictate that in many cases a lesser level of data than listed is actually transferred.
- The selection of pupils, contacts and staff who are transferred will depend on the Groups you have created and elected to publish from the Groupcall Messenger v4 application.

FAIR USE POLICY

It is for schools to ensure that as data controllers they have the ability to share data in this way and that they consider there to be appropriate measures in place to ensure that the data is held securely and confidentially. This document sets out how Groupcall supports these objectives.

Groupcall and its suppliers will be acting as 'data processors' as defined by the 1998 Data Protection Act. Groupcall 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 SECURITY

This information gives details of the management of data security in relation to the use of the Groupcall Messenger remote site, which schools may wish to use in conjunction with their own fair use policy.

When configured to publish Groups, Groupcall Messenger v4 uploads the students, staff and contact information for your selected defined groups to the Groupcall Messenger Remote Site. This will only happen when you specifically instruct Messenger v4 to publish selected groups.

The limited information uploaded from your school is held inside the Groupcall Messenger v4 remote site, which is hosted in Microsoft's Azure platform in the Europe North territory. You can find out more about the security and safety policies that affect your data in our more detailed [Groupcall Messenger v5 Data Security Summary](#) document, as the same safety and security policies apply to your data as those for Messenger v5; however in summary the data in Azure is protected from exposure by multiple layers of firewalling, authentication and physical access control.

When authorised users send messages, via the Groupcall Messenger v4 remote site, those messages will pass through our partner organisations for routing and delivery as they do for messages sent from the Groupcall Messenger v4 client in your school; while awaiting delivery these messages will be queued at one or more of our partner organisations. This applies to text (SMS) messages, voice messages and emails; however only SMS can be sent from the Groupcall Messenger remote site. All reasonable efforts are made to protect these messages in transit and while queuing, however the same risks apply as in the case of you sending your own SMS, voice or email messages directly from your own phone because the same delivery networks are used. Your organisational policies should provide further guidance over what is suitable to send over such mediums.

GROUPCALL SUPPORT

The Groupcall Support team are able to resolve or advise on any technical issues that you encounter using Groupcall Messenger v4 or any other Groupcall product. Often it is necessary for Groupcall support technicians to see the issue with you in order to diagnose it fully and offer a solution.

In circumstances where support technicians need to see 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 session. All of our remote sessions allow you to retain control and allow you to terminate the session at any time. If your issue requires escalation to a different team, then additional Groupcall staff may join the remote session.

If your issue is a platform issue or requires changes to your account configuration in the Messenger remote site then Groupcall staff may perform such configuration on your behalf from our management platform without requirement for remote access.

You are reminded that you should avoid sending personal information, such as student records, to Groupcall directly and certainly should only send such information when supported by strong encryption if there is an explicit requirement to do so. Groupcall 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 and contact groups you create in Groupcall Messenger are carried up to Groupcall Messenger remote site via Groupcall Messenger when instructed.

New 'people' records

When a new staff, student or contact record is created and made a member of a group that you publish, it will be uploaded into Groupcall Messenger remote site when you next instruct it to happen and will appear in the user interface accordingly for authorised users.

Changed 'people' records

When a record change is detected for a student, staff, or contact that is published in a group the updated detail will be uploaded into Groupcall Messenger remote site when you next instruct to publish. This will update our existing record and the changes will appear in the user interface accordingly for authorised users.

Deleted 'people' records

When a staff, student, or contact record in the MIS is no longer a member of any published groups then the Groupcall Messenger remote site will remove the record then next time you instruct to publish. Depending on the type of person, data may remain in Groupcall Messenger for purposes of historic message audit until removed as part of history management.

New group memberships

When a person is detected to have a new or changed group membership in published groups this will be notified to the Groupcall Messenger remote site on the next instructed transfer. The Groupcall Messenger remote site will then reflect this in the user interface for authorised users.

Deleted or ended group membership

When a person is detected to have left one or more published groups this will be notified to the Groupcall Messenger remote site on the next instructed transfer. Groupcall Messenger will then reflect this in the user interface for authorised users and will delete its record of the person being a member of the group. See also Deleted 'people' records.

PRIVACY POLICY

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

1. Who is responsible for managing my information?

Groupcall Messenger is provided by Groupcall Limited (“Groupcall”) and its suppliers. We are responsible for ensuring that your data is adequately protected in relation to the operation of the Groupcall Messenger platform.

2. What information do we collect?

When publishing to its remote site, Groupcall Messenger v4 collects students, staff and parental contact information based on your chosen published grouping information. The full information we collect is detailed on page 4 of this document, under Transfer and Use of Personal Information.

3. What is my information used for?

Groupcall Messenger requires specific personal information for the purpose of allowing authorised users to build messages to be transmitted to students, staff and parents based on membership of certain notification groups.

4. How is my information held?

The information from your school is held inside the Groupcall Messenger remote web platform, which is hosted in Microsoft’s Azure platform in the Europe North territory. You can find out more about the security and safety policies that affect your data in our more detailed [Groupcall Messenger v5 Data Security Summary](#) document; however in summary the data in Azure is protected from exposure by multiple layers of firewalling, authentication and physical access control.

5. How long will my information be held for?

Group membership and people records are retained for only as long as they are valid; once a person is no longer in a group then Groupcall Messenger remote site deletes its record of membership and the person record itself.

Message transmission history will remain in Groupcall Messenger for purposes of historic audit until removed as part of history management.

6. How can I update my data?

The data in Groupcall Messenger reflects the data in your school MIS system; hence to correct any inaccuracies in Groupcall Messenger you should correct the data in your MIS, refresh the data in Messenger and then publish your groups.

7. How do I delete my data?

You can delete all published groups via the Groupcall Messenger client. If you are not sure how to do this you can contact Groupcall Support by sending an email to support@groupcall.com.

8. 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. For specific optional functionality in Groupcall Messenger we may also issue appendices to this agreement.

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

If you are already a Groupcall Messenger customer then please contact Groupcall Support. If you are a prospective customer then please contact our sales team via sales@groupcall.com.

BROWSER COOKIES

Groupcall Messenger makes use of browser cookies for the following purposes:

- To manage user authentication
- To track individual user behaviour in order to continuously improve the Groupcall Messenger product through functionality and performance.