

## Privacy Notice – IT Solutions 4 all Ltd.

### About this document

This Privacy Notice will help you understand how we use and protect any personal information. If you have any queries about this Privacy Notice or how we process any personal information, please contact the Data Protection Officer by email: [jbailey@its4all.co.uk](mailto:jbailey@its4all.co.uk)

### What we do

#### 1. Managed Web Filtering Service

ITS4all manage school Web Filtering using Netsweeper provided by eSafety4schools. As part of the Governments Keeping Children Safe in Education and the Prevent Strategy, schools must have appropriate web filtering. Netsweeper itself does not hold any personal information. The data that passes through the Web Filter may contain a username if the school has AD (Active Directory) integration. Usernames can be generic and anonymous. The data that is logged by the system is date and time, the IP address of the machine and URLs (Websites) have been allowed or denied by the Web Filter. ITS4all maintain Allow and Deny lists on behalf of schools who subscribe to the Managed Service. ITS4all, eSafety4schools and Netsweeper do not hold any personal information other than that provided by the schools for communication purposes, for example The Head Teacher, Designated Safeguarding Personnel, The Finance Officer and Technician. The data held will include name, role, email address, address of school and phone number of school. None of the data mentioned is used or transmitted to other schools, companies or organisations.

#### 2. Active Monitoring Service

ITS4all monitor computer or other device screen captures, generated by users within schools that subscribe to the Active Monitoring Service (AMS), that trigger words or phrases contained within monitoring software libraries (Futures Cloud or Securus) purchased by you for safeguarding purposes. ITS4all, Securus and Futures Cloud does not hold any personal information other than that provided by the schools for communication purposes, for example The Head Teacher, Designated Safeguarding Personnel, The Finance Officer and Technician. The data held will include name, role, email address, address of school and phone number of school. None of the data mentioned is used or transmitted to other schools, companies or organisations.

#### The data we monitor includes:

- Identification of individual establishment
- User logon name (which can be generic and anonymous)
- Individual device identification by device name
- Time and Date of individual capture
- Word or Phrase used to trigger the capture
- Whether the capture was typed or viewed
- Identifiers assigned to computers or other devices, including your Internet Protocol (IP) address

## Why we monitor this information

When captures are triggered that are judged to be a cause for concern or need to be investigated by appropriate members of staff at your establishment this information is vital in order that the investigation be carried out effectively.

Permission has been granted by schools for Securus and Futures Cloud to store the captures for Monitoring purposes as outlined in the Governments Prevent and KCSIe strategies. They do this annually by subscribing to their hosting, licencing and support service.

Where an Active or Assisted Monitoring Service (AMS) is used permission has been granted to view and grade the captures through the annual subscription of the service.

Schools can view inappropriate captures by logging into the system.

## Your Rights

Under the Data Protection Act 1998 you have the following rights:

- to obtain access to, and copies of, the personal information that we hold about you;
- to require that we cease processing your personal information if the processing is causing you damage or distress; and
- to require us not to send you marketing communications.

Under GDPR from 25<sup>th</sup> May 2018, you will also have the following rights:

- to require us to erase your personal information;
- to require us to restrict or object to our data processing activities;
- to receive from us the personal information we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal information to another data controller; and
- to require us to correct the personal information we hold about you if it is incorrect.

Please note that these rights may be limited by data protection legislation, and we may be entitled to refuse requests where exceptions apply.

If you are not satisfied with how we are processing your personal information, you can make a complaint to the Information Commissioner.

You can find out more about your rights under data protection legislation from the Information Commissioner's Office website: [www.ico.org.uk](http://www.ico.org.uk).

eSafety4schools, Netsweeper, Securus and Future Digital all have separate and individual company responses to Privacy and GDPR on their respective websites:-

<http://www.esafety4schools.com/assets/dpp.pdf>

<https://www.netsweeper.com/updates/privacy-update-general-data-protection-regulation-gdpr/>

<http://www.securus-software.com/privacy-policy.html>

<https://www.futuredigital.co.uk/privacy-policy/>