

Privacy Policy

<https://app.standardstracker.co.uk>

Simply put

- Only you and the colleagues linked to you will be able to access your record in Standards Tracker. You can see who these people are in the GDPR page when you log in. This is an example of **'Privacy by Design'** where your organisation is responsible for determining who can access your record.
- If you ask us for any help, we will ask for your permission to view your record and we will never change your record.
- Your data is stored in a highly secure, class leading data centre in the European Union. It can only be read meaningfully by logging into Standards Tracker.
- We have reviewed all our policies and procedures in readiness for GDPR and made changes where necessary.

Introduction

Educate School Services Limited ("We") is committed to protecting your privacy and we recognise the importance of keeping your information secure and letting you know how we will use it.

This policy applies to Standards Tracker which is delivered via the URL <https://app.standardstracker.co.uk>.

This policy notes how we use any data we collect from you or data that is provided to us from your organisation about you and how we will use it.

Why we use your data

Standards Tracker is designed to help you record milestones in your career development.

Your use of Standards Tracker is pursuant to your relationship with the organisation which has contracted to use Standards Tracker. You should familiarise yourself with any information and privacy policies that your organisation has published and ensure that your use of Standards Tracker is compliant with these. For information purposes, the Data Controller is your organisation and Educate Services Limited is the Data Processor.

We therefore use your data

- To carry out our obligations arising from any contracts entered into between your organisation and us.
- To ensure that content from Standards Tracker is delivered in the most appropriate manner for you, your device(s) and the role you undertake in your organisation.
- To issue messages pursuant to your effective use of Standards Tracker and/or professional development via email and/or 'in-application' messages.

Information we may collect from and about you

This is a list of the information that can be stored on your record

- Your name
- Your email address
- Your employer's or training provider's name and business address
- Your application user name
- Your password (which we can't read as it is encrypted)
- If provided, we may store your current pay-point, gender and subject taught.
- None of this information falls under the GDPR definition of **Special Categories of Data**.

How your record is used

- In your record we may hold descriptions of your current and historical performance, forms filled in by you, or about you, and any documents you or your colleagues may have uploaded.
- You will evaluate your performance against a framework or set of standards.
- An appraiser, usually your line manager, coach or mentor, who will agree with or amend your evaluation and sign it off.
- Subsequent changes to your performance record can be requested by you or your known appraiser and need to be accepted by the other party.
- Forms may be filled in at different points in time during a performance cycle
- Documents may be uploaded by you or your appraiser.
- Charts can be created from the data stored in your record. Within the system, these charts cannot be shown to anyone who does not have access to your record - you can see who has access to your record on the GDPR page in Standards Tracker
- Educate may use anonymised details of your performance data for benchmarking purposes. Neither user names nor any personal identifiers are recorded in any benchmarking data.

Who can see your record

- Access to your record is controlled using permissions set by your employer or training provider. You will be able to see your record as will your appraiser. Senior managers may also have access to your record as part of their management oversight.
- You can see a summary of who can see your record on the GDPR page on Standards Tracker.
- Only people on this list will be able to access your record.
- If you contact us to request support, we will ask you for permission to view your record. As we support you, we will not change your record under any circumstances.

- All changes to your record have a digital stamp noting the change, the date and time and the person making the change.

Understanding how we can improve your use of our software

As you use Standards Tracker we use tools to help ensure that we can help you and improve our service.

- The chat tool at the bottom of the page lets us see your name and email address as you use the application. In order to let us help you effectively, this tool identifies the internet browser you are using, the type of operating system you use (Windows, Mac etc), the size of your screen, the pages you have used whilst with us and gives us a rough geographical indication of your location as you use Standards Tracker - e.g. the town you are in.
- As you use the chat tool, a support ticket will be automatically created in our helpdesk tool. The helpdesk tool uses your email address and name to store and communicate issues with you. If you telephone us or email us on helpdesk@educate.co.uk, a support ticket will be created and communicated to you.
- Our training tool (the Guides button on the right middle of the page) will tell us which guides you used, if any, whilst accessing the system. This stores your Standards Tracker user ID in order to prevent you being offered the same training experience again.
- We use Google's analytics tool to measure system usage. No personal information is shared with this tool. It records unique logins to the application but is not aware of usernames or user details.
- This usage information is stored on our partners' application servers and we have taken care to ensure that their privacy and security policies meet our expectations and are GDPR compliant.
- We obtain information about your use of Standards Tracker through a **cookie file** which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting we cannot guarantee that Standards Tracker will work as designed. Unless

you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to Standards Tracker.

Where we store your personal and professional information

- The data that we collect from you will be transferred to, and stored at, a destination within the European Union.
- We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.
- Your password enables you to access Standards Tracker and you are responsible for keeping this password confidential. You should not share your password with anyone and you are advised to change it routinely.
- The transmission of information via the internet is not completely secure. Although we will take reasonable steps to protect your personal and professional information, we cannot guarantee the security of your data transmitted to Standards Tracker.
- Once we have received your information, we will use strict procedures and security features to try and prevent any unauthorised access.
- If we believe that someone has accessed your information, either fraudulently, or by inaccurate logic in our software we will let you and your organisation know.