

Simple overview of data stored in Standards Tracker

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

You are using Standards Tracker because your employer or training body has contracted to use the application.

You will be using the application in line with the working or training arrangements you have with your employer or training provider and we will be acting as a data processor for them. If you do not wish to use the application, this is a matter for you and your employer or training provider. In order to use the application, the following information is true for all users.

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 place of 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 colleagues may have uploaded.

- You will evaluate your performance against a framework, typically standards.
- A known line manager / mentor will agree / amend your self evaluation and agree it.
- Subsequent changes to your performance record can be requested by you or your known line manager / mentor and need to be accepted by the other party.
- Forms may be filled in at points during a performance cycle
- Documents may be uploaded by you or your line manager / mentor.
- 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 details of your performance data for benchmarking purposes. No users' names, nor any personal identifiers, are used for benchmarking data.
- This is the totality of potential use of data we store about you.

Who can see your personal 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 well as your line manager or training mentor. 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.

Communicating with you

As you use Standards Tracker, you will be alerted via email to any changes to your record. These alerts will also be presented to you as you log into the application.

When you contact us for support, you will receive an email documenting your support request.

We may elect to send you messages about general system usage - for instance if we need to tell you about a maintenance window. Any messages you receive from us will be linked specifically to your use of Standards Tracker.

Our delivery architecture

Standards Tracker is hosted in a modern data environment within the European Union.

Access to the application is through an encrypted internet connection using your unique username and password.

We use tools to help us improve your experience of Standards Tracker

- 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 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 to 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.

On leaving your employer or training provider

- Your employer or training provider may archive your access to the application; where this is the case, we will invite you, using the email on your account, to download a copy of the information stored about you in the application. In this scenario, it is likely that your employer or training provider will maintain archived access to your information as part of their responsibilities to you as a previous employee or trainee.
- Where your employer or training provider elects to terminate its use of the application, we will invite you, via the email address on your account, to download a copy of your career information. It is important that you do this as, once deleted, no information will be recoverable.
- Our only point of contact with you is your email address so please ensure it is stored and that you can access emails sent to it.