



Data Retention Policy

This policy was last updated: 14th December 2017

In accordance with the Data Protection Act (1998) and the forthcoming General Data Protection Regulation (GDPR), Netmedia have created this policy to demonstrate its commitment to data security and the storage of data only for as long as is required.

Definition of "data"

For the purposes of this document, when we talk of "data" we refer to the pupil, parent and teacher records which are shared with us, with consent, by the schools who use our product to take parents' evening appointments online. These are the data fields we require:

- Parent title, forename, surname, e-mail address and contact telephone (contact details are used to invite parents, as well as to send reminders and booking confirmation/cancellations)
- Pupil forename, surname, date of birth and register class
- The names of the teachers who teach the students, and their class department and subject names and (where available) the specific 'class code' for each class

Data storage

Netmedia utilises Amazon AWS servers for its hosting. The specific cloud servers we use are based in the Republic of Ireland, which is in line with the legal requirements set out in law.

Netmedia also employs security and encryption methods to protect the data, both while it is in transit and while at rest.

Data retention periods

Netmedia commits to retain personal data only for as long as is necessary, which is a requirement of law. Schools upload their data to the Parents' Evening Booking System in order to take parents' evening appointment bookings online and, as the "data controller", the school is responsible for all data it shares. To enable a school to manage its data, Netmedia has provided the necessary add/edit/delete tools. Schools should only upload data for which they have consent. Netmedia's role is that of a "data processor", which under GDPR will make it equally responsible for keeping data secure. In line with these obligations, Netmedia has determined the below general retention periods:

- School data can be uploaded (by the school) at any time, and will be held in the school's Parents' Evening Booking System database until it is deleted either by the school or Netmedia
- While the school is a customer and has data in its database, the school can:
 - Upload their data at any time
 - Edit data records at any time
 - Delete individual or all data records at any time
- Once the school's Parents' Evening Booking System subscription has come to an end, and if the school is not renewing, and if the school has not deleted its own data, Netmedia undertakes to delete all of the school's data within 24hrs of midnight at the end of the final

subscription day date. If this day falls on a weekend or holiday then it most likely will not be deleted until staff return during normal office hours on the next working day.

- Schools (i.e. the “customer”) may request that Netmedia delete their data on their behalf at any time. Requests made to Netmedia shall be enacted within the same timeframe as the bullet point above.
- Once data has been deleted, it cannot be retrieved.
- Due to the fact that schools use their Parents’ Evening Booking System data on a rolling event-by-event basis throughout the year, Netmedia will not delete data until it is requested to do so, or unless the school (“customer”) quits.
- Due to the fact that school pupils and teachers are prone to join and leave the school, while also classes and the pupils within them will frequently change, at the very least on an annual basis, a fresh data upload can be run by the school at any time. This enables the schools to keep records up to date.
- Students who leave the school (and their parents) can be deleted from the school’s database at any time, but at the very least will be removed at the end of the academic year, when the school runs their end of year data purge, in preparation for their new data upload in the new academic year.

If you require any further information related to this policy, please contact Netmedia using the below contact details:

E-Mail: info@netmedia.co.uk

Telephone: 01463 731000

Our office hours are Monday-Friday, 9-5pm. Please note that national holidays may affect our availability.