

Cloud Software Services for Schools

Supplier self-certification statements with
service and support commitments

Please insert supplier details below

<i>Supplier name</i>	Nexus Software Platforms Ltd (t/a Parent Hub)
<i>Address</i>	138 The Sharp Project, Thorp Road, Manchester, M40 5BJ
<i>Contact email</i>	hello@parenthub.co.uk
<i>Contact telephone</i>	0161 202 4141

Contents

1.	Supplier Commitments	4
2.	Using the Supplier Responses	4
3.	Supplier Response - Overarching Legal Requirements	6
4.	Supplier Response - Data Processing Obligations	7
5.	Supplier Response - Data Confidentiality	9
6.	Supplier Response - Data Integrity	12
7.	Supplier Response - Service Availability	14
8.	Supplier Response - Transfers beyond the EEA	15
9.	Supplier Response - Use of Advertising	17

Introduction

When entering into an agreement with a “cloud” service provider, every school/data controller has to be satisfied that the relevant service provider is carrying out its data processing as per their requirements (ensuring compliance with the Data Protection Act (DPA) by the data controller and also the data processor by default).

It is the responsibility of every school to ensure compliance with the DPA. This document is meant to act as an aid to that decision-making process by presenting some key questions and answers that should be sought from any potential cloud service provider.

The questions answered in sections 3 to 9 below will give a good indication as to the quality of a service provider’s data handling processes, although schools will still need to make their own judgement as to whether any provider fully meets DPA requirements.

The school/data controller should communicate its particular data handling requirements to the cloud provider (and each school could be different in its interpretation of what measures, procedures or policy best meet their DPA requirements), and confirm these by way of contract. The best way to set that out is to also put in place a data processing agreement with your chosen provider.

The principles of the DPA are summarised by the Information Commissioner’s Office at: http://ico.org.uk/for_organisations/data_protection/the_guide/the_principles

1. Supplier commitments

In order that schools can be confident regarding the accuracy of the self-certification statements made in respect of the **Parent Hub** cloud service, the supplier confirms:

- that their self-certification responses have been fully and accurately completed by a person or persons who are competent in the relevant fields;
- that their self-certification responses have been independently verified for completeness and accuracy by James Whitaker who is a senior company official;
- that they will update their self-certification responses promptly when changes to the service or its terms and conditions would result in their existing compliance statement no longer being accurate or complete;
- that they will provide any additional information or clarification sought as part of the self-certification process;
- that if at any time, the Department is of the view that any element or elements of a cloud service provider's self-certification responses require independent verification, they will agree to that independent verification, supply all necessary clarification requested, meet the associated verification costs, or withdraw their self-certification submission.

2. Using the Supplier Responses

When reviewing supplier responses and statements, schools will also wish to consider aspects of data security beyond the supplier-related issues raised in the questions. These include:

- how the school chooses to use the provided cloud service;
- the nature, types and sensitivity of data the school chooses to place in the cloud service;
- the extent to which the school adapts its own policies (such as acceptable use, homeworking, Bring Your Own Device (BYOD) and staff training to ensure that the way staff and students use the service is consistent with GDPR guidance. Please refer to the Information Commissioner's Office (ICO) BYOD guidance: http://ico.org.uk/for_organisations/data_protection/topic_guides/online/byod
- the wider policies and practices the school has in place to ensure that the use of cloud services by their staff and students remains DPA compliant;
- the use of robust, strong, frequently changed authentication passwords and encryption keys, policies on BYOD / homeworking / acceptable use to ensure that school data is accessed securely when either on or off the premises;
- The security of the infrastructure that the school uses to access the supplier's cloud service including network and endpoint security.

The purpose of this particular document is to focus upon some key areas that schools should consider when moving services to cloud providers. Although it is designed to cover

the most important aspects of data security, the checklist should not be viewed as a comprehensive guide to the GDPR.

The self-certification checklist consists of a range of questions each of which comprises three elements:

- the checklist question
- the checklist self-certification response colour
- the evidence the supplier will use to indicate the basis for their response

For ease of reference, the supplier responses have been categorised as follows:

Where a supplier is able to confirm that their service fully meets the issue identified in a specific checklist question (in a manner compliant with the obligations of the General Data Protection Regulations where relevant), the appropriate self-certification colour for that question is GREEN .	
Where a supplier is not able to confirm that their service fully meets the issue identified in a specific checklist question (in a manner compliant with the obligations of the General Data Protection Regulations where relevant), the appropriate self-certification colour for that question is AMBER . <i>(It should be made clear that a single “Amber” response is not necessarily a negative, and that any associated clarification should also be considered).</i>	
Where a supplier is able to confirm that a specific checklist question does not apply to their particular service the appropriate self-certification code for that question is BLACK .	

There is space provided within the supplier response for links to relevant further information and clarification links.

Schools are invited to use the checklist to support their assessment of the extent to which the cloud services from a particular supplier meet their educational, technical and commercial needs in a GDPR-compliant manner.

Schools should make a decision on the selection of a supplier based on an overall assessment of the extent to which their product meets the needs of the school, the overall level of risk and the nature and extent of support available from the supplier.

3. Supplier Response - Overarching Legal Requirements

Schools are required to ensure that all cloud services used enable them to meet their legal obligations under the DPA. To assist schools in that assessment, Nexus Software Platforms Ltd confirms the position to be as follows for its Parent Hub service, fuller details of which can be found at www.parenthub.co.uk.

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
Q 3.1 – Does your standard contract for the supply of cloud services to UK schools fully comply with the GDPR?		<p>Parent Hub is GDPR compliant.</p> <p>When a school or any of its staff members sign up for Parent Hub, they must first agree to the Parent Hub Terms of Service and Privacy Policy. These terms are the contract between you and Parent Hub.</p>
Q 3.2 – If your standard contract does not fully comply with the GDPR, do you offer additional commitments to UK schools to help ensure such compliance?		N/A – Our standard contract is GDPR compliant.
Q 3.3 – Is your contract with UK customers enforceable both in the UK and in the country in which your company is registered?		Our contract is enforceable in the UK and we too are registered in the UK.

<p>Q 3.4 – Do your services ensure that schools are able to comply with their obligations with regard to the exercise of data subjects’ rights?</p>		<p>Yes. We can support the school with their subject access request by providing a copy of the data we hold on the individual/individuals.</p> <p>If we receive a data subject access request directly from a parent, we will comply with this and notify the school.</p>
---	--	---

4. Supplier Response - Data Processing Obligations

The GDPR relates to personal data that is processed and is likely to be relevant to most of the operations that comprise a cloud computing service. This includes simple storage of data, the obtaining and handling of information, operations such as adaptation, organisation, retrieval and disclosure of data, through to erasure or destruction.

Schools, as data controllers, have a responsibility to ensure that the processing of all personal data complies with the GDPR and this includes any processing carried out on their behalf by a cloud service provider.

To assist schools in understanding whether the cloud service being provided by Parent Hub is likely to comply with the GDPR in relation to data processing, Parent Hub has responded as follows:

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
<p>Q 4.1 – Taking account of the UK Information Commissioner’s Office (ICO) guidance on Data Controllers and Data Processors, when providing the service, do you act at any time as a data controller in respect of the data processed as part</p>		<p>As explained in our Data Sharing Agreement for Schools, the school is the data controller for any data shared with us and for any data created in Parent Hub by any of its employees (e.g. Messages and attachments).</p> <p>Parent Hub is the Data Controller for the data that does not</p>

of this service?		'belong' to the school, which includes the information that is entered when a person creates an account in the Parent Hub services.
Q 4.2 – Where you act as a data processor does your contract ensure that you will only act on the instructions of the data controller?		Yes. We only process your data for the specific functions that Parent Hub executes on your behalf – message sending, for example. This is explained in our Data Sharing Agreement for Schools .
Q. 4.3 – Does your contract document the security measures that you implement to enable a school to ensure compliance with the GDPR security obligations?		Our security measures are outlined in our Privacy Policy , in the section titled " How is my personal data kept secure? ".
Q 4.4 – Is the processing of personal data or metadata limited to that necessary to deliver [or improve] the service?		Yes. We only process data that is necessary for the running of the service – no more, no less.
Q 4.5 – Where your contract does not cover every aspect of data processing, are you prepared to enter into a separate data-processing agreement with your cloud services customer?		If you have any specific or unique requirements that are not covered by our Terms or Privacy Policy, we are open to discussing these and, where appropriate, entering into a separate agreement.

5. Supplier Response - Data Confidentiality

When choosing a cloud service provider, schools must select a data processor providing sufficient guarantees about the technical and organisational security measures governing the processing to be carried out and must take reasonable steps to ensure compliance with those measures.

The cloud customer should therefore review the guarantees of confidentiality that the cloud provider can commit to. To assist in understanding if the service being provided by Parent Hub is likely to comply with UK law in relation to data confidentiality Parent Hub has responded as follows:

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
Q 5.1 – Do you prohibit personal data or metadata being shared across other services that you as a supplier do or may offer?		We do not offer any other services.
Q 5.2 – Do you prohibit personal data or metadata being shared with third parties?		Our Terms of Service reference the use of some Sub-Processors – third-parties whose services we use for the effective running of Parent Hub. These providers are details in our Sub-Processor policy . Personal Data is never shared with any other third-party.
Q 5.3 – Does your service have a robust authentication process in place to protect access to personal data and/or user accounts?		Yes. Our secure identity server encrypts user access credentials that are required to access Parent Hub. A username and password must be entered to access any part of Parent Hub.

<p>Q 5.4 – Does your service have in place arrangements to assist schools in protecting access to personal data and/or user accounts?</p>		<p>Each user requires a unique username and password. In the event an account is compromised the school is able to inactivate the affected account.</p>
<p>Q 5.5 – Are appropriate controls in place to ensure only authorised staff have access to client/customer data?</p>		<p>The school can choose which staff are able to access Parent Hub and assign different roles to those staff members, thus managing which staff have access to the data within Parent Hub.</p>
<p><i>Questions 5.6 to 5.9 address the supplier approach to data encryption. The ICO guidance on encryption is as follows:</i></p> <p><i>There have been a number of reports recently of laptop computers, containing personal information which have been stolen from vehicles, dwellings or left in inappropriate places without being protected adequately. The Information Commissioner has formed the view that in future, where such losses occur and where encryption software has not been used to protect the data, regulatory action may be pursued.</i></p> <p><i>The ICO recommends that portable and mobile devices, including magnetic media, used to store and transmit personal information, the loss of which could cause damage or distress to individuals, should be protected using approved encryption software which is designed to guard against the compromise of information.</i></p> <p><i>Personal information which is stored, transmitted or processed in information, communication and technical infrastructures, should also be managed and protected in accordance with the organization’s security policy and using best practice methodologies such as using the International Standard 27001. Further information can be found at https://www.getsafeonline.org/</i></p> <p><i>There are a number of different commercial options available to protect stored information on mobile and static devices and in transmission, such as across the internet.</i></p>		
<p>Q 5.6 – Does your cloud service insist that communications with access devices are encrypted?</p>		<p>Yes. To protect data in transit between our servers and the web browsers/mobile devices that run the Parent Hub application,</p>

		Secure Sockets Layer (SSL)/Transport Layer Security (TLS) is used to create a secure tunnel protected by 256-bit Advanced Encryption Standard (AES) encryption.
Q 5.7 – Does your cloud service ensure that data at rest is encrypted?		Yes. Data in our database is encrypted at rest using 256-bit Advanced Encryption Standard (AES) encryption.
Q 5.8 – Does your cloud service ensure that data in transit between your data centres is encrypted?		Yes. All data in transit is encrypted by SSL/TLS as stated in Q5.6.
Q 5.9 – Does your cloud service ensure that email traffic between your cloud service and other cloud service providers can be encrypted?		N/A
Q 5.10 – Does your service provide defined timescales in respect of data destruction and deletion both during the contract and at contract end?		Yes. Our Data Retention Policy explains what happens to your data when you ask for it to be deleted.
Q 5.11 – Does your service ensure that you use a secure deletion and erasure process which encompasses all copies of client/customer data?		After deletion, some copies of your data may exist for a short time in our security backups and logs. This is explained in our Data Retention Policy .

Q 5.12 – Does your service provide a mechanism free of charge whereby users can access a complete and secure copy of their data?



Yes. Any data subject can request a copy of the data that we hold about them by emailing support@parenthub.co.uk. Subject Access Requests will generally be fulfilled within 30 days.

6. Supplier Response - Data Integrity

Data integrity has been defined as “the property that data is authentic and has not been maliciously or accidentally altered during processing, storage or transmission”. To assist schools in understanding if the cloud service being provided by Parent Hub is likely to comply with the GDPR in relation to data integrity, Parent Hub has confirmed the position to be as follows:

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
<p>Q 6.1 – Do you allow a trusted independent third party to conduct regular detailed security audits of the physical, technical and organisational aspects of your service?</p>		<p>We run regular vulnerability scans on our system and our office network using a trusted third party. In addition, we have also been audited by specialists from Derbyshire County Council and RM education.</p>
<p>Q 6.2 – Where the above audits are conducted, do you make the findings available to current and/or prospective cloud customers?</p>		<p>It is our policy not to make publicly available the results of any vulnerability scan.</p>

Q 6.3 – Does your service ensure that where such audits are carried out, they are conducted to best industry standards?		Yes. The third-party tool used for vulnerability scanning is a market leader in this field.
Q 6.4 – Are audit trails in place enabling users to monitor who is accessing their data?		Yes. The actions of all Parent Hub users (staff and parents) are logged to ensure that an audit trail is available. We also have internal monitoring and auditing of Parent Hub employees who are able to access data within the Parent Hub system.
Q 6.5 – Does your service ensure you could restore all customer data (without alteration) from a back-up if you suffered any data loss?		Continuous back-ups are taken to ensure service continuity (without loss) in the event of any system failure or data loss.
Q 6.6 – Does your service have a disaster recovery plan, and is information on this plan made available to current/prospective cloud service customers?		We do have a disaster recover plan, but this is not made available to customers. The Parent Hub service is geo-redundant, which means it runs in multiple locations at once. This means that a failure in one service location would not affect the running of the service. Only in the event of multiple failures in multiple disparate locations may the service be affected.

7. Supplier Response - Service Availability

Service availability means ensuring timely and reliable access to personal data. One threat to availability in the cloud which is often outside the responsibility of the cloud service provider is the accidental loss of network connectivity between the client and the provider of service.

Data controllers should therefore check whether the cloud provider has adopted reasonable measures to cope with the risk of disruptions, such as backup internet network links, redundant storage and effective data backup mechanisms.

To assist schools in understanding if the service being provided by a particular company is likely to comply with the GDPR in relation to service availability Parent Hub has confirmed as follows:

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
Q 7.1 – Can you confirm that you have sufficient capacity to ensure you can provide a resilient, reliable and accessible service at all times?		The Parent Hub service utilises automatic ‘scale-up’ features within Microsoft’s Azure cloud platform. This means that the service remains resilient even under the heaviest load.
Q 7.2 – Does your service offer guaranteed service levels?		Parent Hub guarantees 99.9% uptime during school hours (08:00 – 16:00)
Q 7.3 – Does your service provide remedies to customers in the event that service levels are not met?		To date we have never dropped below 99.9% uptime.

8. Supplier Response - Transfers beyond the European Economic Area (EEA)

The eighth principal of the DPA permits the transfer of personal data beyond the EEA when adequate arrangements are in place to ensure rights and freedoms of data subjects in relation to the processing of personal data. The eighth principal of the DPA states:

“Personal data shall not be transferred to any country or territory outside the European Economic Area (EEA) unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data”

Guidance on data transfers published by the ICO states:

“Cloud customers should ask a potential cloud provider for a list of countries where data is likely to be processed and for information relating to the safeguards in place there. The cloud provider should be able to explain when data will be transferred to these locations.”

The European Commission has approved four sets of standard contractual clauses (known as model clauses) as providing an adequate level of protection where data is transferred outside the EEA. If your service provider uses these model clauses in their entirety in their contract, you will not have to make your own assessment of adequacy.

To assist schools in understanding where its data is likely to be held and if the cloud service being provided is likely to comply with the DPA in relation to permitted transfers of personal data beyond the EEA, Parent Hub has responded as follows:

Note: On 12 July 2016, the European Commission adopted the EU-U.S. Privacy Shield which is designed to replace the previous “Safe Harbour” arrangements. [Interim guidance in respect of data transfers outside the EEA](#) has been produced by the ICO.

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
<p>Q 8.1 – In providing the service do you limit the transfer of personal data to countries within the EEA?</p>		<p>The Parent Hub database is located within the EU and so all Parent Hub data is stored within the EEA.</p> <p>As described in our Sub-Processor Policy, some data is transferred to the USA when emails are sent via the Parent Hub service or when support requests are submitted to support@parenthub.co.uk.</p> <p>All data shared with third parties based in the USA is done under the EU-US Privacy Shield initiative.</p>
<p>Q 8.2 – If you transfer data outside the EEA do you explain to schools when (and under what circumstances) data will be transferred to these locations?</p>		<p>What data is specifically shared and the circumstances for this is explained in our Sub-Processor Policy.</p>
<p>Q 8.3 – If you transfer data outside the EEA does your standard contract include the unmodified EU approved “model clauses” in respect of such transfers?</p>		<p>The safeguards provided when data is transferred under the new EU-US Privacy Shield are equivalent to the data protection standards in the EU, which means that model clauses are no longer required.</p>
<p>Q 8.4 – If you transfer data outside the EEA, (and do not offer the unmodified EU approved "model</p>		<p>The safeguards provided when data is transferred under the new EU-US Privacy Shield, ensures that the rights and freedoms of EU citizens are upheld in connection with the cross-border</p>

clauses", can you confirm that the requirements of the DPA are met in respect of the need for adequate protection for the rights and freedoms of data subjects in connection with the cross-border transfer and processing of their personal data?

transfer of their personal data.

9. Supplier Response - Use of Advertising

Recognising the particularly sensitive nature of the data likely to be processed in a cloud service aimed at schools, there is particular concern in relation to the use of advertising and the extent of data mining which providers of cloud-based services may adopt in relation to user data.

To assist schools in understanding if the cloud service provided by a particular company will involve serving advertisements or engaging in advertisement-related data mining or advertisement-related profiling activities, suppliers will be asked to indicate in respect of services to **pupil and staff users** as follows:

ICO cloud computing guidance states that "In order to target advertisements the cloud provider will need access to the personal data of cloud users. A cloud provider may not process the personal data it processes for its own advertising purposes unless this has been authorised by the cloud customer and the cloud customer has explained this processing to cloud users. Individuals have a right to prevent their personal data being used for the purpose of direct marketing".

So a school would have to agree to the advertising and then would have a duty to explain to staff and pupils what personal data would be collected, how it will be used and by whom, and what control they have over the use of their data in this way.

As there are obvious difficulties with schools deciding if children are competent enough to understand any explanation of their data being used for advertising, and to understand and exercise their right to object, without parental involvement it would seem sensible to avoid this in solutions for schools, especially where children are concerned.

Question	Supplier Response Code	Response Statement with Supporting Evidence (where applicable)
<p>Q 9.1 – In providing the cloud service, is the default position that you enter into a legally binding obligation not to serve advertisements to any pupil or staff users via your school cloud service?</p>		<p>Currently, there is no advertising at all within the Parent Hub service.</p> <p>In the future, we may publish to staff members information about third-party products and services that are related to parental engagement, for example training for effective parental engagement, or resources that can be shared with parents to support pupil learning.</p> <p>Indiscriminate advertising or advertising of products or services unrelated to parental engagement or parental involvement in learning will never be displayed in Parent Hub.</p> <p>Pupils do not use the Parent Hub service and so no adverts will be served to pupils.</p>
<p>Q 9.2 – In providing the cloud service, is the default position that you enter into a legally binding obligation not to conduct any advertisement-related data mining in respect of pupil or staff data or metadata?</p>		<p>Any data submitted to Parent Hub by the employees of a school will not be analysed for the purpose of displaying adverts. This includes any information entered in the Parent Hub platform (e.g. messages created) or data shared with Parent Hub via integration with the school Management Information System (MIS).</p>

Q 9.3 – In providing the cloud service, is the default position that you enter into a legally binding obligation never to use for any commercial purpose (or pass on to others) personal data or metadata in respect of pupil or staff users of your service?

Parent Hub will never share the personal data of it's users with a third party, unless express permission of the data subject is provided for the sharing with that specific third-party.

Appendix 1: Availability and extent of support available to schools when using cloud software services.

Table of Contents

Section 1.0.....	Introduction
Section 2.0	Managing Worst Case Scenarios
Section 3.0.....	Key Support Areas
Section 3.1.....	Addressing Serious Incidents
Section 3.2.....	Supplier Responsibilities
Section 3.3.....	Solution Configuration
Section 3.4.....	Restoring Data
Section 3.5.....	Managing Media Attention
Section 3.6.....	Engaging with Child Support Agencies
Section 3.7.....	Engaging with the Wider School Community

Section 1.0 Introduction

The Department for Education intends that schools who are considering the use of cloud based services should have easy access to information in relation to:

- Responsibilities in respect of GDPR compliance. General guidance for schools can be found at http://ico.org.uk/for_organisations/sector_guides/education
- The general levels of security inherent in the solutions offered by many of cloud service providers as compared to what might apply to their current arrangements – this information is provided in the general guidance statements to be found at ([hyperlink tba.gov](#))
- The data protection implications of using a particular supplier’s cloud services – addressed through the self-certification process detailed in the associated checklist document found above
- The normal support mechanisms available in respect of routine administrative or technical support issues – this is addressed by inviting cloud service providers who are participating in the self-certification process to complete the statements summarising their routine support arrangements as above.
- **The additional support** that would be available in the unlikely event of some **serious data-related incident** related to the use by schools of cloud services – this is addressed by inviting cloud service suppliers to indicate how they would respond to a number of specific challenges which a school might face in the event of such a serious breach or failure.

Section 2.0 of this document sets out the rationale underpinning the need for greater clarity in the event of some serious data-related event.

Section 3.0 sets out those areas where specific supplier commitments on additional support are invited.

Section 2.0 Managing Worst Case Scenarios

Whilst there is much to be gained from adopting a cloud service platform, it is only prudent that schools should, as part of their overall risk assessment, and prior to deploying a cloud service, understand (in the event of a data-protection related “worst case scenario”) the nature and extent of the support that would be forthcoming from a potential cloud service provider.

It is also clearly in the interests of cloud service providers themselves to work with schools to address the technical, business, reputational and legal issues which would flow from some such incident, and which resulted in for example:

- A significant data loss flowing from a breach of security associated with the provision of cloud service
- A breach of privacy whereby confidential data was released to a person or persons not authorised to receive it
- A serious disruption to the school’s business, educational or administrative processes

The key headings that cloud service providers are invited to respond against are set out in **Section 3**. When responding to the various issues set out in Section 3, cloud service providers should draft their response assuming that the intended audience is non-technical senior staff in schools.

Suppliers may, of course, make reference to supporting management or technical documents but the response provided here should go beyond referring to “terms of service” and should set out clearly and simply what additional support could be expected in the event of a data protection-related “worst case scenario”.

Section 3.0 Key Support Areas

The key areas that cloud service providers are invited to respond against in respect of a serious incident are:

- Solution configuration
- Communicating serious breaches
- Supplier responsibilities
- Restoring data
- Managing media attention
- Engaging with the child protection agencies
- Engaging with the wider school community

These are minimum suggested areas and suppliers are free to set out additional support capabilities which could be used in the event of a serious incident and which they feel will engender confidence in schools and differentiate the supplier in this competitive and growing marketplace.

3.1 ADDRESSING SERIOUS INCIDENTS

Cloud service providers should as a minimum clarify in this area of their response:

- How schools should log any serious issues regarding the use of the service, providing as a minimum a UK phone number and support email address. It is better to provide an indication of the individuals or roles that should be the first point of contact – for example “you should also contact our Head of Security J.Smyth@company.com phone number +44 (0) 12345678 who will also make sure our education /public sector team at [xxx] is contacted”. It would also be useful to cover all time scenarios – out of hours, weekends etc.
- The nature of the support that might be available – for example, is it limited to phone and/or email or are there circumstances when on-site support might be required.
- How the cloud service provider might work with schools to address the consequences of the serious incident
- Whether in addition to contacting the incident support centre there are other resources that could be made available – for example via online tools and resources, a partner ecosystem, a local public sector or education support team or identified escalation routes within the company that should be utilised.

Supplier response:

Online help can be accessed 24/7/365 at <https://support.parenthub.co.uk/hc/en-us/articles/360003796653>

Parent Hub is based in the UK and provides support between 08:30 – 17:30 on weekdays, excluding bank holidays.

Support can be received by contacting our Support team on:

- support@parenthub.co.uk
- 0161 202 4141

3.2 SUPPLIER RESPONSIBILITIES

In this section cloud service providers should, as a minimum, set out (in language aimed at school managers), their responsibilities when working with schools to address the implications of a serious incident.

In addition, cloud service providers should describe what practical assistance they would be able to offer which *goes beyond* the “contractual minimum” as set out in their terms and conditions.

Supplier response:

If a serious incident occurs in all or part of the Parent Hub service, affected users would immediately be notified by email and via a message in the services.

If available, an expected time for resolution would be provided and in the event of a prolonged issue, updates would be provided during the investigation.

3.3 SOLUTION CONFIGURATION.

Whilst virtually all cloud service providers have detailed technical advice on how their systems should be configured, this section of the supplier response should set out the general principles which school management should expect to see implemented to ensure maximum security of their cloud implementation.

This might cover for example:

- The need for correct configuration of access devices
- The use of additional backup / data synchronisation arrangements for sensitive or business critical data
- Configuration options or additional services that provide greater level of security than is available in your free offering
- Sample password policies in relation to the age and ability of the users of their service
- Policies in respect of helpdesk and security staff access to client data

Supplier response:

Schools access Parent Hub through a web browser (<https://portal.parenthub.co.uk>) and parents download the Parent Hub app on their smartphone, available on Android and iOS.

Free training is provided to all schools for how to use Parent Hub.

There is no configuration required for Parent Hub to function.

3.4 RESTORING DATA

Where a serious event had occurred which resulted in the loss of data by a school, cloud service, providers should set out what steps they would take to work with the school to recover and restore to the maximum extent possible the data which has been lost (or corrupted). This section should also include indicative timescales.

Supplier response:

Any service issues should be reported to Parent Hub immediately for investigation.

Disaster recovery is handled solely by Parent Hub and does not require input from the school. Continuous backups mean that there will be no data loss in the event of a disaster.

3.5 MANAGING MEDIA ATTENTION

Where a serious event had occurred which resulted in significant media attention falling on the school, suppliers should indicate the steps they would take as a responsible service provider to work with the school in managing the media attention.

Supplier response:

In this event, the school should contact Parent Hub as a matter of urgency. A senior member of the Parent Hub team would investigate your case before, if appropriate, our team who manage Parent Hub's public relations would work directly with you, your Local Authority or Academy trust and, if required, the media outlets to support in managing the media attention.

3.6 ENGAGING WITH CHILD SUPPORT AGENCIES

Where a serious event had resulted in issues being raised that related to child protection – for example the loss of sensitive pupil data, the cloud service provider should indicate what it would do to assist the school in engaging with the relevant child protection agencies, over and above the contractual minimum.

Supplier response:

We do not hold any sensitive data or special category data.

That said, if messages had been sent through the Parent Hub platform that were required in a case of child protection, we would support the school, it's Local Authority or Trust in gathering facts or evidence, to the extent permitted by law.

3.7 ENGAGING WITH THE WIDER SCHOOL COMMUNITY

Where a serious incident had resulted in issues being raised that related to the wider school community – for example parents, the local authority, the curriculum or examination bodies or the Information Commissioners Office, the cloud service provider should indicate what it would do to assist the school in engaging with the relevant organisation to address the implications of the serious incident. Again, this should describe available support over and above the contractual minimum.

Supplier response:

In this event, the school should contact Parent Hub as a matter of urgency. A senior member of the Parent Hub team would investigate your case before, if appropriate, our team who manage Parent Hub's public relations would work directly with you, your Local Authority or Academy trust and, if required, the affected organisation(s) to support in managing the incident.