

School Spider  
Didsbury Business Centre  
Barlow Moor Road  
West Didsbury  
Manchester  
M20 2PW



Web: [www.schoolspider.co.uk](http://www.schoolspider.co.uk)  
Email: [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk)

## Privacy policy

### 1. Introduction

- 1.1 We are committed to safeguarding the privacy of our software users; in this policy we explain how we will treat your personal information.
- 1.2 By using our software and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

### 2. Data Sharing

**We are committed to protecting your data and take all necessary measures to ensure security of your data.**

- 2.1 We will never share your personal information with anyone outside of the School Spider organisation or allotted server provider, Melbourne Server Hosting based in Manchester, UK.

### 3. Collecting personal information

- 3.1 We may collect, store and use the following kinds of personal information:
  - (a) Information about your computer and about your visits to and use of this software (including geographical location, browser type and version, operating system, referral source, length of visit, page views and software navigation paths);
  - (b) Information that you provide to us when registering with our software (including names and email addresses of parents).
  - (c) Information that you provide when completing your profile on our software (including your name, gender and email)
  - (d) Information that you post to our software for publication on the internet (including your user name, your profile pictures and the content of your posts);
  - (e) Any other personal information that you choose to send to us.
- 3.2 Before you disclose to us the personal information of another person, you must obtain that person's consent to both the disclosure and the processing of that personal information in accordance with this policy.

### 4. Using personal information

- 4.1 Personal information submitted to us through our software will be used for the purposes specified in this policy or on the relevant pages of the software.
- 4.2 We may use your personal information to:

- (a) Administer our software and business;
- (b) Personalise our software for you;
- (c) Enable your use of the services available on our software;
- (d) Send statements, invoices and payment reminders to you, and collect payments from you;
- (e) Send you our email newsletter, if you have requested it (you can inform us at any time if you no longer require the newsletter);
- (f) Keep our software secure and prevent fraud; and
- (g) Verify compliance with the terms and conditions governing the use of our software (including monitoring private messages sent through our software private messaging service).

4.3 If you submit personal information for publication on our software, we will use that information in accordance with the licence you grant to us.

4.4 Your privacy settings can be used to limit the publication of your information on our software, and can be adjusted by emailing [support@schoolspider.co.uk](mailto:support@schoolspider.co.uk)

4.5 We will not supply your personal information to any third party for the purpose of their or any other third party's direct marketing.

## **5. Disclosing personal information**

5.1 We may disclose your personal information to any of our employees or subcontractors insofar as reasonably necessary for the purposes set out in this policy.

5.2 We may disclose your personal information to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes set out in this policy.

5.3 We may disclose your personal information:

- (a) to the extent that we are required to do so by law;
- (b) in connection with any ongoing or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);

5.4 Except as provided in this policy, we will not provide your personal information to third parties.

## **6. International data transfers**

6.1 Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this policy.

6.2 You expressly agree to the transfers of personal information described in this Section 6.

## **7. Retaining personal information**

7.1 This Section 7 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal information.

7.2 Personal information that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

7.3 Notwithstanding the other provisions of this Section 7, we will retain documents (including electronic documents) containing personal data:

- (a) to the extent that we are required to do so by law;
- (b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

## **8. Security of personal information**

8.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

8.2 We will store all the personal information you provide on our secure (password- and firewall-protected) servers.

8.3 All electronic financial transactions entered into through our software will be protected by encryption technology.

8.4 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

8.5 You are responsible for keeping the password you use for accessing our software confidential; we will not ask you for your password (except when you log in to our software).

## **9. Amendments**

9.1 We may update this policy from time to time by sending you an updated version by email.

## **10. Your rights**

10.1 You may instruct us to provide you with any personal information we hold about you, your pupils or their guardians; provision of such information will be subject to:

- (b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

10.2 We may withhold personal information that you request to the extent permitted by law.

## **11. Updating information**

11.1 Please let us know if the personal information that we hold about you needs to be corrected or updated.

## **12. Cookies**

12.1 Our software uses cookies.

12.2 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

12.3 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

- 12.4 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.
- 12.5 We use both session and persistent cookies on our software.
- 12.6 Most browsers allow you to refuse to accept cookies; for example:
- (a) in Internet Explorer (version 11) you can block cookies using the cookie handling override settings available by clicking "Tools", "Internet Options", "Privacy" and then "Advanced";
  - (b) in Firefox (version 47) you can block all cookies by clicking "Tools", "Options", "Privacy", selecting "Use custom settings for history" from the drop-down menu, and unticking "Accept cookies from sites"; and
  - (c) in Chrome (version 52), you can block all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Content settings", and then selecting "Block sites from setting any data" under the "Cookies" heading.
- 12.7 Blocking all cookies will have a negative impact upon the usability of many softwares.
- 12.8 If you block cookies, you will not be able to use all the features on our software.
- 12.9 You can delete cookies already stored on your computer; for example:
- (a) in Internet Explorer (version 11), you must manually delete cookie files (you can find instructions for doing so at <http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>);
  - (b) in Firefox (version 47), you can delete cookies by clicking "Tools", "Options" and "Privacy", then selecting "Use custom settings for history" from the drop-down menu, clicking "Show Cookies", and then clicking "Remove All Cookies"; and
  - (c) in Chrome (version 52), you can delete all cookies by accessing the "Customise and control" menu, and clicking "Settings", "Show advanced settings" and "Clear browsing data", and then selecting "Cookies and other site and plug-in data" before clicking "Clear browsing data".
- 12.10 Deleting cookies will have a negative impact on the usability of many softwares.

### **13. Our details**

- 13.1 This software is owned and operated by School Spider.
- 13.2 We are registered in England and Wales under registration number 08423446, and our registered office is at:
- School Spider  
Didsbury Business Centre  
Barlow Moor Road  
West Didsbury  
Manchester  
M20 2PW
- 13.3 Our principal place of business is at:

School Spider  
Didsbury Business Centre  
Barlow Moor Road  
West Didsbury  
Manchester  
M20 2PW

13.4 You can contact us:

- (a) by post, using the postal address [given above];
- (c) By telephone, 0161 635 0255; or
- (d) By email, using [hello@schoolspider.co.uk](mailto:hello@schoolspider.co.uk).