eSchools GDPR Information

Updated: 8th May 2018

eSchools accesses the specific data required from your MIS in order to provide the range of services included in your eSchools platform. Our chosen integration provider to fulfill this is Wonde. Through a dedicated Wonde School Portal, customers have continued granular control over their settings and can precisely manage the data that can be transferred to eSchools.

How long does eSchools retain data for?

eSchools will only access and retain specific data from a school's management information system (MIS) if it is required to provide our services as requested by the school. Through our integration partner, Wonde, schools have granular access to ensure only the required data is shared and accessed. The data is frequently updated to ensure that eSchools only retains up-to-date data. If a record is removed from within the MIS it will be removed from eSchools during the next sync.

Can a school request eSchools removes all data stored for their school?

Yes, schools can request that eSchools remove all data related to their school. Through the Wonde School portal a school also has access themselves to cease any further syncing of data with the eSchools platform.

Where is the data stored?

eSchools stores school data within Amazon Web Services (AWS). The Ireland data centres are used to ensure the data stays within the EEA.

How is the data secured?

Data scopes
eSchools define the scope of data required using the dedicated Wonde School Portal. These scopes can be defined down to a granular level (i.e. first name). eSchools is not able to access data outside of the agreed scope without further school approval.

Data encryption
Data is encrypted during transit and at rest using Amazon Web Service's RDS encryption service and our own SSL certificates. Information on the cyphers used are available with the following tool: https://www.ssllabs.com/ssltest/analyze.html?d=wonde.com&latest

Access Control

All database access between eSchools and AWS is protected by a secure password. A strong password policy is always in place. Staff only have access to the minimum amount of data required to perform their job. All devices accessed by eSchools staff as well as the software used on them are password protected.

AWS deletions policy

Information relating to the deletions policy for AWS and additional GDPR compliance can be found at https://aws.amazon.com/compliance/gdpr-center/

What information does eSchools extract?

eSchools will only extract data within the scopes approved by the school. eSchools define the scope of data required using the dedicated Wonde School Portal. These scopes can be defined down to a granular level (i.e. first name). eSchools is not able to access data outside of the agreed scope without further school approval.

How often does eSchools extract data from the MIS?

Via Wonde, eSchools extracts data from a school's MIS on a regular basis. By default updates occur multiple times a day although the schedule can be tailored to the schools requirements.

Who has access to the data?

eSchools developers and Support staff have access to school's data for troubleshooting and issue resolution purposes only. All staff undergo initial and ongoing training and follow company policies to ensure the security and confidentiality of school data.

Does eSchools use any third parties who have access to the data?

Only specifically selected third parties who have been approved by eSchools have direct access to limited data so that eSchools may fulfill the services list in the school's contract. No other third party are permitted to access the school's data.

Can schools request an individual's data to not be extracted from their MIS?

Yes, through the Wonde School Portal, customers can block the data of any individual who does not want eSchools to access. The data will be provided to Wonde from the MIS but any data associated with the individual's user ID will immediately be ignored and not stored by Wonde and not passed to eSchools.

Will any data be transferred outside of the EEA?

Data is only transferred within the EEA or with third parties with sufficient accreditation (i.e. Privacy Shield) as in line with requirements under the GDPR.

Can schools control what data is available to eSchools?

Revoking access
Schools can revoke access to eSchools with immediate effect. This takes place within the Wonde School Portal.

Approving data scopes
Schools will be notified when eSchools makes a request to access their data or changes to existing data scopes. Schools will be required to approve the scopes before eSchools is granted access to the data.

Optional data scopes
eSchools outlines the data scopes we require as a minimum to run our application. We can also define optional data scopes to access data that adds addition value or functionality to our application. Schools have the ability to approve these optional data scopes during the approval process or at a point in the future.

What software will be installed?

Depending on the school's MIS, and the infrastructure at the school, Wonde may be required to install software that has been accredited by the provider of the MIS. This is conducted through prior arrangement through eSchools.

Do eSchools undertake DBS checks?

All eSchools staff with access to school data undergo a Disclosure and Barring Service (DBS) check carried out by a certified third party.

What actions are eSchools taking with regards to the GDPR?

eSchools has reviewed policies, procedures and infrastructure to ensure they are in line with upcoming GDPR. eSchools is also auditing all third party suppliers to ensure compliance.

eSchools is committed to compliance with all relevant EU and Member State laws in respect of personal data, and the protection of the rights and freedoms of individuals whose information we collect and process in accordance with the General Data Protection Regulation (GDPR).

Additional documentation

More information regarding the processing of data is available within your Data Sharing agreement. For further guidance, please call our support team on 0845 5578070.