

# SchoolPro TLC – Privacy Notice

## Client Data

The following privacy notice sets out the right to information for individuals or organisations that purchase our services and are herein referred to as “clients”.

## Our Name and Contact Details

SchoolPro TLC Ltd

48 Hucclecote Road, Hucclecote, Gloucester, United Kingdom, GL3 3RS

<http://schoolpro.uk>

[contact@schoolpro.uk](mailto:contact@schoolpro.uk)

01452 947633

## Categories of Personal Data That We Process

SchoolPro TLC processes the following personal data in relation to its clients:

- **Personal Information (for all contacts at each client)** – Name, Email Address, Contact Phone Number, Position
- **Organisation Information** – School / MAT / Company Name, Address & Postcode, RSC Region, ICO Registration Number, Billing Email
- **Campaign Engagement Information** – Campaigns Participated In, Emails Opened, Links Clicked Within Emails
- **Data Protection Compliance Information** – School Data Ecosystem, School Data Map, School Data Protection Audit Reports.

## The Purposes of Processing Your Data

Your data is processed for the purposes of SchoolPro TLC conducting its core business with regards to the services that we provide to our clients. It may also be used to communicate with you about any upcoming initiatives or noteworthy education news and updates that are relevant to our core business, as well as marketing further SchoolPro TLC products or services.

## The Lawful Bases for Processing Your Data

The lawful bases that apply to the processing of your data in this instance are consent, contract and legitimate interest. This is because you have given us consent to process your data for the purposes set out above by signing up to our mailing list and agreeing to receive mailing from us.

## Who We Share Your Data With

Your data is shared with a number of third party service providers in order for us to carry out our core business. These are detailed as follows:

Our portal host – Derventio Education. Full details of their privacy notice can be found here <https://www.derventioeducation.com/cookies-and-privacy> and they can be contacted here for any further queries regarding their data protection practices: [info@derventioeducation.com](mailto:info@derventioeducation.com).

Our website host – Webnetism. Full details of their privacy notice can be found here <https://www.webnetism.com/privacy-policy> and they can be contacted here for any further queries regarding their data protection practices: [dataprotection@continental.co.uk](mailto:dataprotection@continental.co.uk). They can also be contacted by phone on 01452 855558 or at their post to Webnetism, Herrick Way, Staverton Technology Park, Cheltenham, GL51 6TQ.

Our marketing / mailing software provider – Mailchimp. Full details of their data protection compliance and privacy notices can be found here <https://www.intuit.com/privacy/statement/>. Their Data Protection Officer / legal representative is Bird & Bird GDPR Representative Services UK who can be contacted by post at 12 New Fetter Lane, London, EC4A 1JP, United Kingdom. They can also be contacted here: <https://www.intuit.com/privacy/submit-a-question/>

Our Client Resource Management tool – Zoho CRM. Full details of their data protection compliance and privacy notices can be found here <https://www.zoho.com/privacy.html>. Their Data Protection Officer can be contacted by emailing [dpo@zohocorp.com](mailto:dpo@zohocorp.com) or by post at Data Protection Officer, Zoho Corporation BV, Hoogoorddreef 15, 1101 BA Amsterdam, The Netherlands.

Our Cloud Service Provider – Office 365. Full details of their data protection compliance and privacy notices can be found here <https://products.office.com/en-gb/business/office-365-trust-center-privacy>. Their Data Protection Officer can be contacted by filling out the webform at <https://aka.ms/privacyresponse>, by post at Microsoft EU Data Protection Officer, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland, or by telephone on +353 (0) 1 295-3826.

Our client mapping tool – Mapline. Full details of their data protection compliance and privacy notices can be found here <https://mapline.com/privacy/privacy-policy/>. They can be contacted for further queries via their website contact form at <https://mapline.com/contact-us> or by emailing [privacy@mapline.com](mailto:privacy@mapline.com).

## Details of Transfer of Personal Data to Third Countries of International Organisations

All of the personal data that we act as data controller for and share with third party service providers (as detailed above) is hosted within the UK or EU with the exception of the following:

When we share data with our marketing / mailing software provider (Mailchimp), their servers are located outside the UK and EU in the United States. This transfer was made on the basis of an adequacy decision by the European Commission under Article 45 of the GDPR as Mailchimp/Intuit participates in and certifies its compliance with the EU-US Privacy Shield Framework. However, as Intuit is no longer able to rely on the EU-US Privacy Shield Framework as a valid mechanism to transfer European/UK personal information to the US, it will use European Commission approved Standard Contractual Clauses which are still valid transfer mechanisms for UK data until March 2024. For more information regarding Mailchimp's transfer of data and to view their certification, visit <https://www.intuit.com/privacy/statement/>.

When we share data with our client resource management tool provider (Zoho CRM), they store data within the United States, European Economic Area and other countries within which they operate. Any transfers done by Zoho outside of the UK and EU are subject to a group company agreement that is based on the EU Commission's Model Contractual Clause. For more information regarding this, visit <https://www.zoho.com/privacy.html>.

When we share data with our client mapping tool provider (Mapline), their servers are located outside the UK and EU in the United States. This transfer is made on the basis of them processing the personal information consistently with the relevant obligations set forth in the [European Commission Decision C\(2004\)5271 Model Contract Clauses \(Controller to Controller\)](#). For more information regarding Mapline's transfer of data and to view their certification, visit <https://mapline.com/privacy/privacy-policy/>.

### Retention Periods for Your Personal Data

We retain your personal data for as long as the contract between SchoolPro TLC Ltd and you as our client, it is useful for the legitimate interests of our company, it is identified as inaccurate, or you withdraw your consent to us communicating with you.

### The Rights Available to You in Respect of the Processing of Your Personal Data

You have the following rights in respect of the processing of your personal data by SchoolPro TLC:

- **Right to be informed** – this gives you the right to be informed about the collection and use of your personal data by SchoolPro TLC. This information is included within this Privacy Policy.
- **Right of access** – you have the right to confirm that SchoolPro TLC is processing your personal data, as well as requesting a copy of the personal data that is held on you as a data subject.
- **Right to rectification** – this gives you the right to have your data rectified if you identify that it is inaccurate. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is rectified within one calendar month unless we feel that a rectification request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- **Right to erasure** – this gives you the right to have your data erased – 'the right to be forgotten'. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is erased within one calendar month unless we feel that an erasure request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- **Right to restrict processing** – this gives you the right to have your data restricted or suppressed. This may mean that we retain your personal data but do not use it. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is restricted within one calendar month unless we feel that a restriction request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- **Right to data portability** – this gives you the right to obtain and reuse your personal data for your own purposes across different services. If you request your data from us for this purpose, we will provide you only with the information you have provided to us as controller and will make it available in the CSV format.

### The Right to Withdraw Consent

You have the right to withdraw your consent for the processing of your personal data by SchoolPro TLC at any time unless doing so prevents us from fulfilling a contract we are currently engaged in. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. You may also opt out of our marketing emails by clicking the “unsubscribe” link at the bottom of our marketing emails.

### The Right to Lodge a Complaint with the Supervisory Authority

If you have concerns about our information rights practices, you have the right to lodge a complaint with the Information Commissioner’s Office at <https://ico.org.uk/make-a-complaint/>.