



Truancy Call Data protection FAQ

This guide should be read alongside the product terms and conditions.
We fulfil the role of data processor for schools and local authorities.

Truancy Call Ltd is part of Iris Software Group Ltd.
Heathrow Approach,
470 London Road,
Slough,
SL3 8QY

Data Protection Registration Number: **Z7911829**
Company Registration Number: **4125665**
Cyber Essentials certificate number: **1639251624619545**
Data Protection Officer: dataprotection@iris.co.uk

What has Iris Software Group done to comply with GDPR?

Truancy Call is part of the Iris Software Group and benefits from its resources and expertise to help us meet our obligations to GDPR including:

- Implementing its company-wide protocols such as:
 - o Group Data Protection Policy
 - o Acceptable Use and Information Security Policies
 - o Personal data incident reporting procedure

Our Group policies are available upon request via dataprotection@iris.co.uk

- Working closely with the Group Data Protection Officer as needed
- Our approach to product and software development ensures 'data protection by design and by default'. Throughout our service, we are committed to maintaining high standards of information security, privacy and transparency.



We seek to implement the Cloud Security Principles and guidance from the National Cyber Security Centre.

To demonstrate our commitment we are Cyber Essentials Plus certified (<https://www.cyberessentials.ncsc.gov.uk/>).

- We actively carry out security checks on all staff on recruitment. All staff have mandatory corporate training on data protection and information security. This is rolled out on staff induction and for existing staff each training session is refreshed at least once per year

What technical and organisational security measures do you have in place to protect personal data?

All external connections to our systems are encrypted over SSL using and RSA 2048 bits DigiCert SHA2 Extended Validation certificate. All data held by Truancy Call is encrypted whilst in transit. We undertake regular internal and 3rd party security auditing of our applications and premises in order to ensure they adhere to customer expectations and current industry standards. Access to data by Iris staff is strictly controlled and audited.

What policies and procedures do you have in place to protect personal data?

We hold ICO registration to ensure continuing compliance with Data Protection legislation. All staff receive regular training regarding the latest best practices around data security. Iris Software Group have comprehensive Disaster Recovery policies which detail processes to restore the integrity and availability its services.

How secure are your systems?

All external connections to our systems are encrypted over SSL using and RSA 2048 bits DigiCert SHA2 Extended Validation certificate. All data held by Truancy Call is encrypted whilst in transit. It is not currently encrypted “at rest”, however it is securely stored within our UK datacentres. We are working on the technicalities to enable encryption for our databases.

At what point is data deleted?

Reporting and billing data is retained for 5 years

Personally identifiable data is removed from reporting data if the service is discontinued by a customer.

Do you hold the ISO 27000:2013 Information Security Management standard?

We are not currently ISO27001 compliant, however Iris Group protocols and Information Security Management System aligns with it.

Do you have any security accreditations

- Cyber Essentials Plus - certificate number: 1639251624619545
- G-Cloud 11 certified

Where is data hosted/stored?

Truancy Call is securely stored within UK data centres.

Third parties used to provide service

The following subcontractors are used to provide the service:

Third Party	Services	Geographical Location
Microsoft Azure	Off-site backups	UK
Amazon Web Services	Email	EU (Ireland)
Dynamic Mobile Billing	SMS, hosting, Interactive Voice Response (IVR)	UK

What data is being processed?

Subject matter and duration of the processing	Iris Software Group provides data extraction and reporting services in the form of its Truancy Call product primarily used by schools. Services are agreed with schools for one or multi-year contracts.
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Nature and purpose of the processing	Iris Software Group uses the data extracted from school management information systems to school's help establish the reasons for a child's absence from school, where it is unknown.	
Type of Personal Data and Categories of data subjects	See table below	
Student Data	Parent/Carer Data	Event Data
Registration Data	Full Name	Attendance Marks
Unique Pupil Number	Relationship	
Full Name	Phone Numbers	
Registration Group	Email Addresses	
Year and House Group		

Are you GDPR compliant?

Iris Software Group is committed to high standards of information security, privacy and transparency. We place a high priority on protecting and managing data in accordance with accepted standards including Cyber Essentials. When providing services to schools and local authorities, we fulfil the role of data processor, and comply with GDPR regulations, whilst also working closely with our customers and partners to meet contractual obligations for our procedures, products and services. Please review this as a general guide on data protection in Iris Group: <https://www.iris.co.uk/data-protection/>

Can an individuals' data be deleted and excluded from processing?

Yes requests should be made in writing to Customer Support.

Understanding the new Data Protection Laws

We would strongly recommend schools seek their own legal advice if they are unsure about the implications of the new data protection laws.

Legal Disclaimer

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