



PS Assets

PS Assets GDPR

PS Assets - Data Protection

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1. Introduction

- **Results Squared Ltd** systems are currently used by over 2000 school in over 120 Local Authorities and comply fully with all the corresponding Local Authority Security Standards.
- **PS Assets** has been developed by **Results Squared Ltd** in partnership with school staff and leading education professionals. We are an organisation with a strong background in the development and application of software and communications technology to provide solutions in a wide variety of sectors.
- **PS Assets** is a cloud based software solution that allows schools to manage, track and report on any asset they want to manage. It is made up of a web based application along with supporting iOS and Android apps. The mobile apps allow assets to be added, updated, audited and photos and videos created.
- **Results Squared Ltd** is an official technical partner of Capita, the operators of the predominant school administration system Capita Sims. Our relationship with Capita ensures that the **PS Assets** system is, and will remain, fully compatible with Sims. **PS Assets** has similar relationships with, and is also fully compatible with, Serco CMIS, RM Integris and all other major MIS and registration systems.
- **PS Assets** is externally hosted and accessed via an internet connection. **PS Assets** is operated from a secure server operating under a Secure Sockets Layer (SSL) that helps to protect data by using Transport Layer Security to encrypt data. The system also incorporates a rigorous security protocol that restricts access to the logged in area. The system can only be accessed by authorised personnel, via a User Name and Password. In the logged in area of **PS Assets**, schools' can choose to have SSL enabled fully or not as we appreciate that some schools will block access completely to websites that use SSL. However, we recommend where possible to use SSL.
- **Results Squared Ltd** (trading as **PS Assets**) is registered under the Data Protection Act 1998 (Registration Number: Z9756502) and strict adherence to the regulations contained therein is integral to our business operations. Data Protection is intrinsic to all our operations and, as such, we ensure that all our procedures are robust and comprehensive. Every possible effort is exerted to maintain data integrity.



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- **Results Squared Ltd (as the data processor)** will only act on the customers documented instruction with regard to handling personal data. For more details please see the contract terms and user agreement.

The following guide will answer more specific data protection queries but if you have any more questions please call the Helpdesk team on 0114 2250301

2. Data Access Policy

Due to changes in legislation from September 2012 at the DBS (Disclosure and Barring Service), some of **Results Squared Ltd** business activities no longer meet the revised criteria for regulated activity with regard to access to school data and contact with children & young people.

However, roles that involve regular visits to schools still qualify for a DBS check and are carried out where applicable.

These changes to the guidelines are available to view at

www.gov.uk/government/uploads/system/uploads/attachment_data/file/143666/eligibility-guidance.pdf

- Results Squared Ltd (PS Assets) Employees
- School Users

Results Squared Ltd (PS Assets) Employees

- To maintain a consistent approach, employees are given limited access rights (for the PS Assets system, and our own recording system) based upon their operational requirements
- Three levels of access rights are used –

1. Basic level for general operational use

2. Intermediate level for escalation

3. Administrator level which has full access to the entire database

- All access levels are fully logged and monitored regularly - allowing a clear audit trail, and exact usage information
- Each is issued with their own PS Assets User ID and appropriate password



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- Employees use these identities and passwords in keeping with secure practices (passwords are not compromised by sharing)
 - Similarly, each uses a secure login and password for the **Results Squared** (PS Assets) internal systems and network
 - Employees are educated on matters of security and integrity, and the confidentiality of information
 - Relevant user IDs and passwords are disabled on leaving the company's employment
 - Employees access levels are reviewed on a regularly basis
 - All paper-based sensitive information is disposed of by shredding
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- Laptops and mobile devices used by members of staff that work outside of the office environment (in schools) are all encrypted. Laptop hard drives are fully encrypted using Bitlocker which uses AES encryption. Smartphones and tablet devices are all password protected and use built in encryption where available.

School Users

- When setting up the partner school, the system creates a highly secure password-based user account
- Schools will subsequently set up their own new/additional user accounts
- These accounts can be controlled via the PS Assets Settings menu, where schools can choose the areas of the system to which each school user has access. Access to the Settings itself can also be restricted
- Users/schools are blocked after log in failures (tenth attempt) – and are required to telephone the Helpdesk for assistance
- School Administrators are responsible for the removal of user accounts after staff leave the school
- Account users are subject to a telephone security procedure when making enquiries to the PS Assets Helpdesk – ensuring that information is only passed to appropriate parties

3. Security and Data Protection

- The **PS Assets** system incorporates a rigorous security protocol allowing access to authorised personnel only, via a **User Name** and **Password**.
- The system infrastructure is hosted within a Tier 4 data centre in the UK. No data is transferred outside the UK. Our data centres have the following certification:
 - ISO27001 – Information Security Management
 - ISO9001 – Quality Management
 - ISO14001 – Environmental Management
 - ISO22301 – Business Continuity Management
 - OHSAS18001 – Occupational H & S Management
 - PCI DSS – Payment Card Industry security standards
 - ISO50001 – Energy Management
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- Authorised users are also subject to access restrictions determined by their personal level of security clearance.
- Each school administrator can set up its own **Access Levels** using a straightforward tick box system, to add or remove access to parts of the system at different security levels.



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4. Security Auditing

As Data Protection is of paramount importance to **Results Squared Ltd's** operations, regular Security Audits of all our systems and processes are carried out regularly by our Coding Support Team.

5. Data Holding and Destruction Policy

Results Squared Ltd is committed to the protection of data held whilst customers are accessing the **PS Assets** system.

If a project partner cancels their agreement, their school setup is deleted from the **Results Squared** and **PS Assets** systems, meaning that all data is removed.

No paper copies of data are held at any time by **Results Squared Ltd**. Access is solely via our secure systems for the purposes of guaranteeing Project Partners' full and comprehensive use of the system and to realise our aim of effective, first class customer service.

6. Software Renewal Policy

As we utilize different software applications in our rolled-out products, when new versions of software are released, for security and stability reasons, we carry out research to determine if any of the changes affect components/functions that we use.

If we highlight any changes that are security based and could comprise our software build, we aim to have the software updated as soon as possible. As we use managed servers, these updates are carried out by our hosting company, normally within a 24 hour turn around.

If we highlight any changes that are feature based, that do not affect the day to day running of the system, and we look to roll these updates out at the next development cycle for web updates. These normally occur during school holidays to reduce impact on the end user.

Updates to hardware/operating systems are carried out by our managed server providers as and when required.



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7. Subject Access Request and Data Breach Policy

- We are fully committed to support schools with any rights of access requests they have. This may come from a parent, student or member of staff at the school. We will respond to requests without undue delay and within one month of receipt.
- There are specific audit trails in the system to allow the user to export historical contact data from the system.
- We can export and share data, with written consent, in common formats like Excel and Word.

Data Breaches

- All of our employees have completed training around data protection and how to identify a data breach along with the responsibility to report any breach to our data protection officer.
- If the data breach involves any schools data, we will inform the signatory (or suitably senior official at the school) of the data breach within 8 hours.
- If the breach is reportable under GDPR, it will be reported by our data protection officer (via our data protection management tool) to the ICO within 72 hours.

Useful Information

PS Assets is a Trading Styles of Results Squared Ltd.

PS Assets (Results Squared Ltd)

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Savile Street

Sheffield

South Yorkshire

S4 7UD

Data Protection Registration Number – **Z9756502**

Company Registration Number – **5897771**

If you have a more in-depth query that relates to Data Protection please e-mail our Data Protection Officer at tim.cropper@resultssquared.com



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