



# **GroupEd Limited**

## **Service Definition Document**

# **2026**

### **Service overview**

GroupEd is a cloud-hosted, full Management Information System (MIS) for schools, multi-academy trusts, and local authorities. The service provides a single system of record for managing pupil, staff, operational, and statutory data, supporting day-to-day school management and strategic oversight.

GroupEd is delivered as a Software as a Service (SaaS) solution, hosted in UK-based AWS data centres, and accessed securely via a web browser. The service is designed to replace legacy or on-premise MIS platforms and can be deployed across individual schools or groups.

### **Who the service is for**

GroupEd is suitable for:

- Primary, secondary, 3-18, & special schools and Pupil Referral Units
- Multi-academy trusts (MATs)
- Local authorities and education teams
- Education organisations requiring a full MIS solution



## Introduction

Our mission is to make a positive difference in education. We provide schools, local authorities and Multi Academy Trusts with easy-to-use software that helps teachers focus on what matters most- helping their students learn and grow.

GroupEd is designed with the ever-changing needs of pupils, parents and schools in mind, able to respond to the needs of a 21<sup>st</sup> Century education ecosystem. One single login and integrated MIS system providing tools to: monitor, report and drive improvement in attendance; attainment; communication and payment; fast and effective data recording and analysis- all the tools you need for consistency across all key aspects of school life and learner management. Freeing up time, resources and offering incredible value, all on one superfast, secure platform- everything a school needs, in one place

Our mission is to make a positive difference in education for all students. We provide schools with easy-to-use software, powered by AI-driven reporting, that helps teachers focus on what matters most – understanding individual student needs and supporting their learning and growth. Our software pinpoints attendance trends, identifies at-risk students, highlights safeguarding concerns, and recognises those who may need additional support or challenges, ensuring a truly inclusive learning environment.

GroupEd changes the way school leaders and local authorities record, interrogate, and analyse data, helping schools to share best practice and learn from each other. This document outlines the product functionality of our core features, although capturing every detail in one document is challenging. For the most up to date information, please visit our website. We're constantly improving our products and services, and we'd love to schedule a demonstration to show you the latest developments, and how they can benefit your school, local authority or multi academy trust.

## 1.Summary

### Core MIS capabilities

GroupEd provides the following core MIS functionality:

#### Pupil and staff records

- Centralised pupil and staff profiles
- Secure storage of demographic, academic, and operational data
- Role-based access to sensitive information

#### Attendance and safeguarding

- Attendance registers with bulk and individual marking
- Absence tracking and trend analysis
- Fire drill, detention, and custom attendance registers

#### Behaviour, achievement, and attainment

- Behaviour and achievement recording
- Curriculum, grade, and attainment tracking
- Analysis and reporting tools to support intervention and improvement

#### Admissions and transitions

- Pre-admission data capture and bulk upload
- Transition management across key stages

#### Additional Learning Needs (ALN) / Special Educational Needs (SEN)

- Recording and reporting of ALN/SEN information
- Secure storage of related documentation
- Support for differing legislative requirements across the UK
- Mapping of provision & interventions

#### Census and statutory returns

- Support for all statutory returns and census including School Census and Workforce Census
- Automated data compilation aligned to current requirements
- Tools to collect missing data from staff and parents

#### Reporting and dashboards

- Customisable, role-based dashboards
- Real-time reporting across key operational and performance measures

#### Finance



- Integrated cloud-based finance management
- Budget management and live financial visibility
- Invoicing, purchase orders, and reconciliation
- Synchronisation with local authority finance systems where required

### Features throughout the MIS

The following modules can be enabled by users to extend the core MIS:

- Activities, clubs, trips, and events management
- Communications and surveys (including push notifications and messaging)
- Cashless payments for meals, trips, and activities
- Classwork
- Exams management
- Meal management and till integration
- Parents' evening booking
- Parent App
- Pupil reporting and report distribution
- Student & Staff profiles
- School shop
- Sign In & visitor Management
- Seating planner (including exam seating)
- Safeguarding
- Staff absence and cover management
- Secure sign-in and visitor management
- Timetabling and seating planner

### Access and authentication

GroupEd is accessed through a secure, browser based interface. Access is controlled using -role based- permissions defined by the buyer.

Authentication methods include:

- Username and password
- Multi-Factor Authentication (MFA)
- Single Sign-On where configured
- Facial recognition for supported authentication use cases

### Integrations and interoperability

GroupEd provides an API to support secure integration with authorised third-party systems. The API enables data exchange, synchronisation, and reporting while maintaining- access controls and validation.

The service can integrate with other MIS platforms, finance systems, and education software to support interoperability and phased adoption.



## **Deployment and onboarding**

GroupEd is fully cloud based- and requires no local software installation. Onboarding includes service configuration, user setup, and access to documentation and training materials.

A time limited- pilot can be provided by agreement to allow buyers to evaluate the service before full adoption.

## **Support and service management**

GroupEd provides a structured support model with multiple support levels and defined escalation procedures. Support is accessed via email and in application- channels. Standard support is included within the service subscription.

## **Availability and resilience**

GroupEd is designed for high availability and resilience using cloud native- architecture. The service provides a guaranteed availability of **99.999%**, measured monthly, excluding planned maintenance.

The service operates across multiple availability zones within AWS UK regions and uses a distributed NoSQL database to support scalability and fault tolerance.

## **Security and compliance (summary)**

GroupEd applies security controls aligned with recognised standards and best practice. The service uses encrypted connections, encryption at rest, role based- access controls, and continuous monitoring.

Physical datacentre security and resilience are provided by AWS and independently audited. Further security documentation is available on request.

## **Data portability and exit**

At contract end, buyers can export their data using built in tools in standard formats. Assisted export can be provided by agreement. Following confirmation of data extraction, customer data is securely deleted- in line with retention policies.

## **Service constraints**

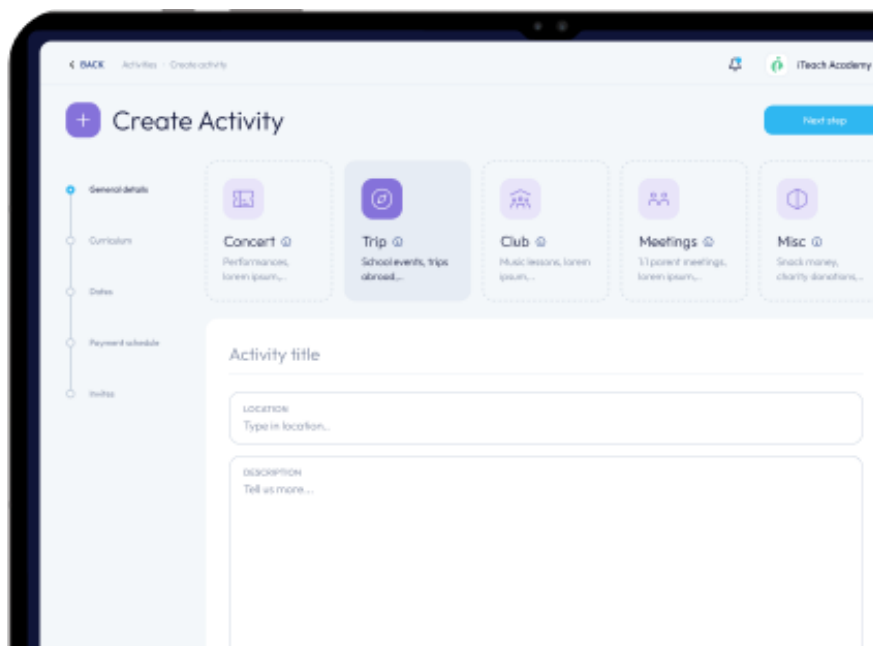
GroupEd is delivered as a managed SaaS solution. Buyers do not manage underlying infrastructure or cloud resources. Configuration is limited to supported service options and purchased feature

## 2. Features

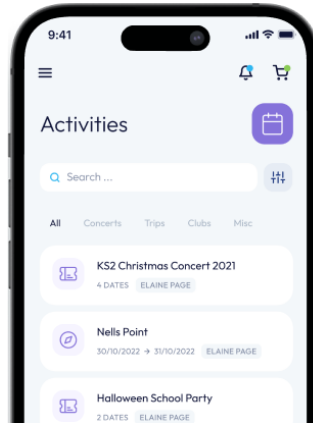
**2.1 Activities & Clubs** Comprehensive and simple organiser for all school activities, clubs, trips and charitable events. Simple activity organiser from start to finish. Create, invite, consent, pay and go.

Trips, concerts and clubs supported. Paid or free, limited or unlimited spaces, one off or repeated, we support them all. GroupEd Activities empowers parents and guardians to consent and pay for activities, trips, clubs and meals in a few clicks, as well as storing medical and other student details securely. Teachers can view medical information and contact parents & carers quickly and securely, even when away from school.

Schools can plan all activities, trips and clubs easily- however complex or simple. From breakfast and after school clubs, to school plays, concerts and charity events. Our Activities enable Teacher to Teacher communications to enable easy planning & sharing of important information.



Our parent app enables fast & secure communication to keep parents informed with timely information about events, trips, clubs direct to their phone and/ or email. Our Activities integrates seamlessly with our Payments and Messaging



## 2.2 Admissions

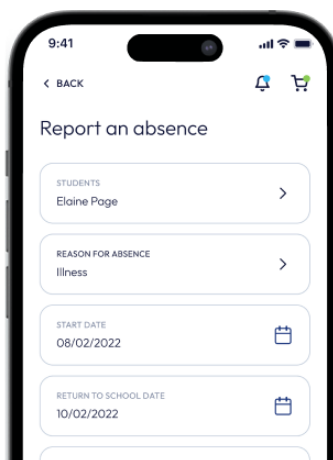
We understand that transitions are a crucial point in a students' journey, and too often an administrative headache for schools and parents. Our Admissions platform enables you to sync admissions data ahead of students start dates, and message parents ahead of time with key important information.

## 2.3 Attainment

Clear tracking of curriculum, grades and all attainment data. Intuitive tools for analysis of all data, with easy to collate, extract and report data.

## 2.4 Attendance

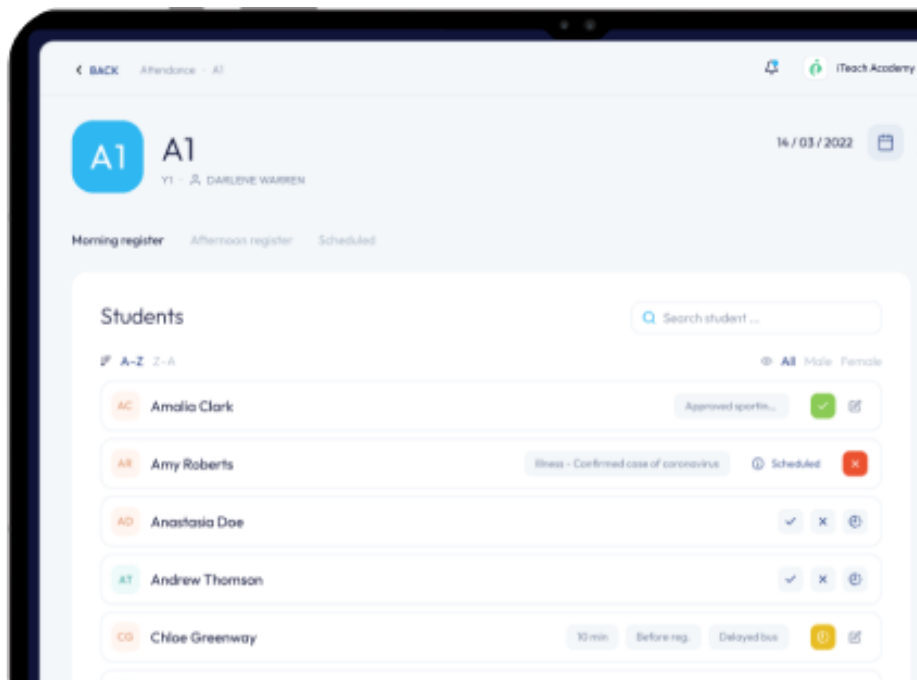
Our attendance register is fast and easy to use on any device, syncing seamlessly with all MIS in addition to GroupEd. Features include easy bulk marking, attendance reporting by parents and attendance management of activities and trips.





Simple, secure attendance register available on any device: Windows, iOS and Android are supported. Supports keyboard shortcuts and is customisable based on your schools' needs.

Simple absence marking at its core- School administrators and teachers can save hours with timesaving tools to make absence reporting quicker, and most importantly safer.



Our mission is to empower school administrators with school administrators with tools that transform absence management. Built with your needs at the forefront, our software addresses the key frustrations of traditional MIS systems while prioritising student safety and well-being.

Key features for administrators:

- Simple, streamlined absence marking: Save precious time with intuitive tools that make absence reporting faster and safer.
- Effortless absence follow-up: Contact parents for absence reasons in seconds, with secure messaging and read receipts to enhance safeguarding protocols.
- \*Insightful attendance reports: Generate fast, accurate reports for trend analysis, enabling targeted support to boost student attendance.
- \*Seamless MIS integration: Intelligent overwrite protection ensures smooth data transfer with your existing MIS.



Let us simplify your workload, so you can focus on what matters most – student success.

## **2.5 Behaviour**

Easy and quick to access behaviour & achievement monitoring system for teachers. Integrates with messages and student profile, to enable tracking and sharing where necessary.

Collect, monitor and report on all behaviour and achievement quickly and easily. Behaviour & Achievement measures customisable to each schools and its values/ objectives.

## **2.6 Census/ statutory returns**

GroupEd fully supports the School Census and Workforce census returns and automats the compilation of data according to the most recent requirements from the Department for Education.

The platform's survey functionality allows schools to easily collect missing information from teachers and parents, streamlining the census completion process.

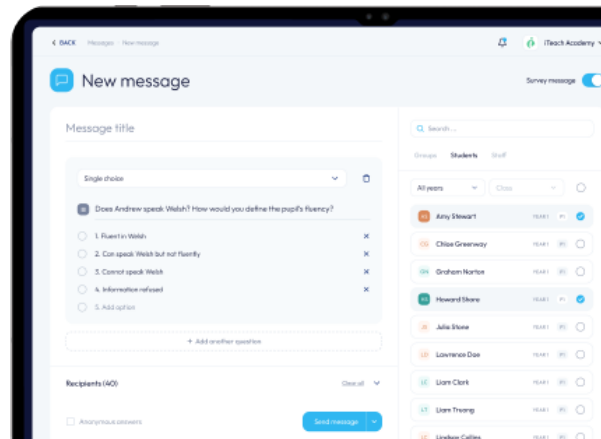
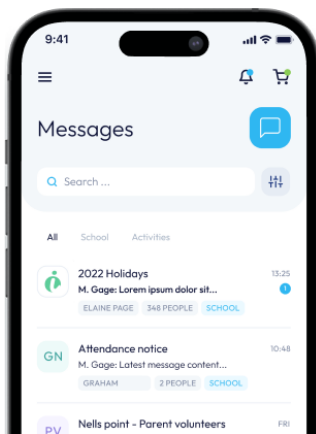
## **2.7 Communication**

Clear, easy communication for schools and parents

GroupEd makes it simple for schools and parents to stay connected, no matter their level of tech experience.

- Simple messaging for everyone: Send and receive messages quickly and easily, even if you're not comfortable with technology.
- Communication in your language: We're working to offer translations so parents can understand important messages in their preferred language.
- Stronger school-home connection: Collaborate with parents and guardians easily, keeping everyone updated on student progress.

Let's work together to support your students!



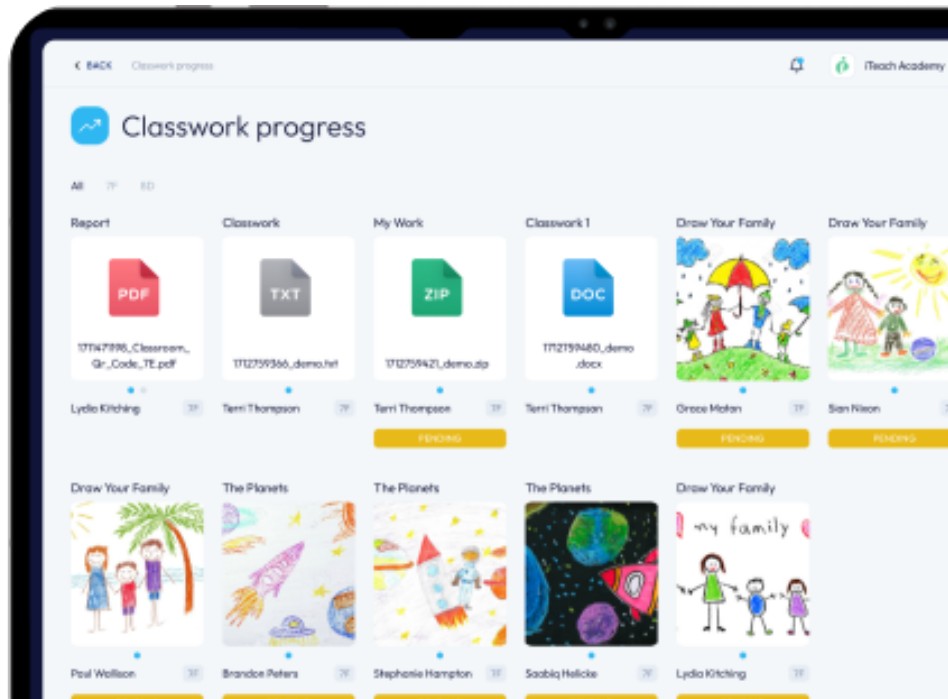
Too often messaging and communication products include hidden charges restricted characters or inability to send images and pdfs. Our messaging is delivered via push notifications to the parent app, and also to email. Our price commitment has no restriction on the number of messages sent, characters used or attachments.

Logging into GroupEd enables parents to gain valuable insights into their children's school performance and wellbeing- easy access to attendance, performance, wellbeing, behaviour and achievement data.

Schools can manage communications easily with tailored and scheduled messaging to all staff, parents and across schools. Our slick parental sign up process enables schools to reach 100% of parents quickly.

## 2.8 Classwork

GroupEd's Classwork Progress Tracker enables teachers to save and share examples of work easily- with parents, colleagues and inspectors. Robust monitoring of progress that follows the pupils' journey through school. Integrates seamlessly with our messaging, to facilitate regular sharing of progress with home, fostering a team approach to pupil improvement.



## 2.9 Integrations

GroupEd has an API to enable connection with third party apps. Third party integrators can also be used, for example Wonde.

## 2.10 Meal Management

Pupil meal management made easy for parents and schools, enabling choice and payments from multiple devices, interface with till systems and monitoring of choices to enhance pupil choice and well-being. Communicate meal options and choices easily. Make meal choices via parent/ carer app and monitor pupil meals choices and payments.

Simple meals administration saving time for school staff. See real time meal choices, allergen and medical or other information related to pupil choice. Meal reports enable monitoring of student meal choices to aid well-being and improve nutritional choices.



Easy to use meal register. Parents can pre-order from home via any device, pre-pay, and schedule payments. Schools access fast meal registers to minimise disruption in classroom and maximise efficiency in school kitchens.

## **2.11 Student Profile**

Capture all important information about students and staff in succinct profile pages. View all the information you need in one place, enabling easy access to key information at all times.

Student profile pages provide all key information about a pupil in one place, including attendance data, activity and clubs, behaviour and achievements. Support more efficient and effective parents' evenings and report writing.

Staff profile pages hold all key information in one place, enable easy submission of statutory returns.

## **2.12 Surveys**

Easily capture the information you need with easy to create and send surveys. Get insightful high response rates to key issues in school and pupil life.

Communicate clearly and easily with parents/ carers and schools. Simple to use home to school communication, increases parental engagement, supports evidence gathering for inspections and self-evaluation.

Customise surveys and polls. Collect and analyse key information from staff and parents to support school improvement. Design and send your own surveys in minutes using our intuitive survey tool.

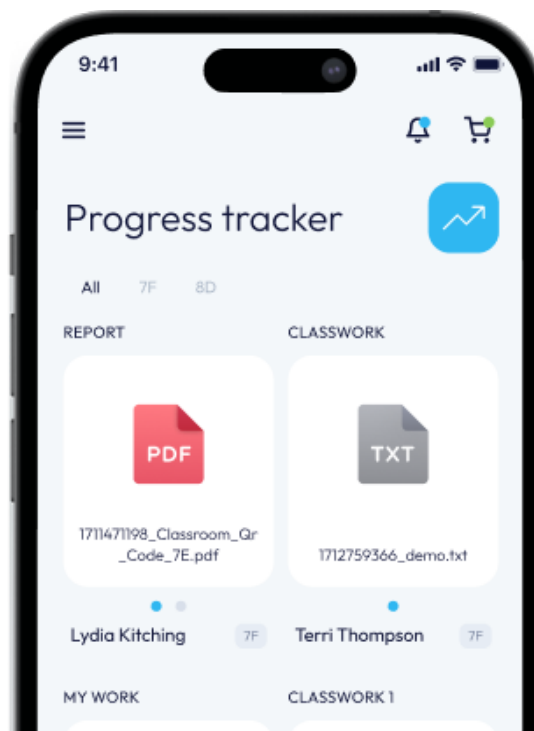
## 2.13 Parents Evening

GroupEd's Parents Evening booking system is easy to use, enabling schools to set up traditional on site or virtual parents' evenings quickly and easily. Our system is flexible to the needs of schools and business lives of parents and carers.

## 2.14 Parent portal

GroupEd has a fully functional parent and carer parent app available on any device. This enables parents to keep up to date with key information from schools about their child's attendance, activities and school performance.

Parents can book clubs, trips and activities, make payments and much more.



## 2.15 Payments

Take the hassle out of managing payments for meals, trips, activities and other day to day school payments with our easy payments system- powered by Barclays. Low transaction costs (1.2%) and no hidden charges.

Transform your school money management. Make payments easy for parents, students and school staff, eliminating the need to hold cash. Maximise efficiency and security, enabling parents to make payments easily (and reliably) from all devices.

Manage payments for trips, clubs and activities seamlessly with our payments. Collect consent, schedule payments, tailor payment amounts and instalments, Paperwork free organisation of breakfast, after school and homework clubs, managed sessions and integration with our messaging and communication tools



Secure payment management solution with low transaction costs. No hidden costs enabling schools to keep payments low and direct to school. Easy identification of payments, and allocation to appropriate budgets.

Payments accepted from multiple methods. Tailor payments to school and parent needs, giving flexibility to manage budgets. Accurate financial reporting, enabling real time information on activity, club and meal management.

## **2.16 Sign in & Visitor Management System**

Our Sign In and visitor Management System is designed to integrate seamlessly with our MIS, enabling easy and fast updating of attendance registers. It also captures all the information you need from visitors to ensure safeguarding requirements are met at all times. Fully compliant with all GDPR and safeguarding requirements, our Sign In System reduces the need for another standalone product.

## **2.17 Additional Learning Needs/ Special Educational Needs**

GroupEd recognises the different requirements and legislative environments across the nations of the UK. Our system allows for recording and reporting key information relating to individual students' needs. Key documents can be created and safely stored within GroupEd and follow the student's progress throughout their school journey.

## 2.18 Management Information System (MIS)

We have built our MIS with our users' needs front and centre. We invested time with schools, local authorities and MATs to understand their requirements. Our core principles in delivering a fit for purpose MIS that drives school improvement are:

- Safety and security of data
- Provision of actionable information
- Intuitiveness for new users, easy to navigate for all
- All data collated in student profiles
- Integration with other systems and software
- Efficient functionality- reducing the number of clicks!
- Quality of support received
- Time saving
- Providing the data to do jobs well
- Supporting collaboration between colleagues
- Comprehensive and powerful reporting to support decision making

In addition to all the functions described above, our MIS enables schools, local authorities and MATs to plan, monitor and assess:

- Assessment
- Examinations
- Seating Plans\*
- Staff Absences
- Timetabling\*
- Customisable dashboard

\*Some aspects of MIS can be procured separately, enabling even more effective and integrated support for schools. These may be subject to additional charges, as outlined in our pricing policy.

### 3. Onboarding and offboarding

#### **GroupEd Cancellation / Offboarding Policy**

This section outlines the procedures for cancelling your GroupEd subscription.

#### **Cancellation Options:**

**Contacting Customer Support:** You can cancel your subscription by contacting our Customer Support team via email or phone.

**Notice Period:** A minimum of 60 days' written notice is required to cancel your GroupEd subscription. This notice period will ensure a seamless transition and allow us to process your request efficiently.

#### **Cancellation Fees:**

Depending on your contract terms, there may be early termination fees associated with cancelling before the end of your contract term.

#### **Data Export:**

Upon cancellation request, we will provide you with a reasonable timeframe to export any necessary data from your GroupEd account.

We will be able to assist you with exporting your data.

You can use the GroupEd API export to get all your data from your GroupEd MIS.

#### **Following Cancellation:**

Your access to the GroupEd platform will be disabled on your cancellation date.

Any outstanding invoices must be settled before your account is fully closed.

#### **Additional Information:**

We encourage customers to contact our Customer Support team if you have any questions about this policy or require assistance with the cancellation process.

*This policy may be subject to change. We will notify you of any material changes to this policy in accordance with our Terms of Service.*

## **4. Service levels: Our Customer Charter**

### **Our commitment**

GroupEd is committed to exceeding customer expectations by providing an exceptional experience in every interaction. Regardless of your preferred communication channel, we strive for consistent excellence. This commitment is achieved through two key pillars:

**Proactive Customer Focus:** We continuously monitor and adapt to our customers' evolving needs.

**Investment in Innovation:** We leverage cutting-edge support technology to enhance the customer experience.

### **Contacting us and leaving feedback**

The table below explains ways customers can contact us:

|           | <i>Channel</i>                               | <i>Hours</i>           | <i>Action</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|----------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Support   | GroupEd Knowledge Base                       | 24/7/365               | <p>Comprehensive Knowledge Base: A comprehensive Knowledge Base containing easy-to-follow guides is accessible on our website 24/7. These guides are meticulously reviewed and updated to reflect the latest product releases, ensuring you have access to the most current information.</p> <p>Dedicated Support Access: For more personalized assistance, you can access our support team directly. Simply click the "Support" button located in the lower right corner of our website.</p> |
| Support   | Webform/ email<br><br>support@grouped.org.uk | Monday-Friday 8am-5pm* | <p>Should you need further assistance not addressed within our Knowledge Base, you can utilize the "Still Need Help?" feature. Clicking this button will launch a webform for you to submit your request. Once completed, the information will be automatically routed to our Customer Service team via email.</p> <p>Alternatively, for a more direct approach, you may opt to email our Customer Service Team directly.</p>                                                                 |
| Support   | Phone                                        | Monday-Friday 8am-5pm* | For the convenience of our valued existing customers, we offer a dedicated telephone line.                                                                                                                                                                                                                                                                                                                                                                                                    |
| Billing   | Billing@grouped.org.uk                       | Monday-Friday 8am-5pm* | Email address for help with any billing enquiries                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Enquiries | enquiries@grouped.org.uk                     | Monday-Friday 8am-5pm* | For all other general enquiries including sales                                                                                                                                                                                                                                                                                                                                                                                                                                               |

\*Normal business hours Monday- Friday 8am-5pm. Some reduced hours during school holidays, but customers informed in advance.

## Key Performance Indicators- Customer Service

We aim to resolve all customer service requests as soon as possible to enable you to get on with what is important!

We have targets for resolving requests for all service requests (outlined below). All service requests are logged in our ticketing system and categorised to enable appropriate response.



When a support issue is logged with us we will classify it with one of the following categories and aim to respond within the following time frames where appropriate (not including weekends or bank holidays):

| Priority                                | Response Time              | Resolution             | Categorisation                                            |
|-----------------------------------------|----------------------------|------------------------|-----------------------------------------------------------|
| Low priority - 1 - 5 users are affected | Response Time within 24hrs | Resolved within 5 days | Minor – It means a small disruption to my daily role.     |
| Medium priority - 5 - 40 users affected | Response Time within 12hrs | Resolved within 2 days | Standard – It means you are disrupted in your daily role. |
| High priority - 40+ users are affected  | Response Time within 2hrs  | Resolved within 24hrs  | Severe – It means you cannot perform your daily role.     |



## Major Incidents

GroupEd prioritizes clear and consistent communication during critical situations. In the rare event of a major incident, such as a widespread platform outage, we implement a comprehensive communication plan aligned with our Urgent Incident Target Service Level Agreement (SLA) of one hour. This plan includes:

**Regular Customer Updates:** We will send email or in-app notifications detailing the incident status and estimated resolution timeframe, adhering to the one-hour SLA.

**Post-Incident Reports (PIRs):** Upon resolution, a publicly available PIR will be published within five business days. These reports provide a detailed timeline, root cause analysis, and corrective action plan to prevent future occurrences.

GroupEd is committed to resolving your concerns promptly. However, if an issue requires further investigation, we offer a defined escalation path. Please allow 48 hours for a thorough investigation and response before proceeding to the next level. The escalation process follows these stages:

- Stage 1: Customer Experience Lead
- Stage 2: CEO

## Continuous Improvement

GroupEd is dedicated to continuous improvement of the customer experience. We achieve this through a rigorous quality approach embedded within a continuous improvement lifecycle. This commitment is reflected in our frequent solicitation of customer feedback, gathered both through face-to-face meetings and online surveys.

To further enhance our service delivery, we are actively implementing Net Promoter Score (NPS) and Customer Satisfaction (CSAT) score measurements. These metrics, along with First Call Resolution (FCR) and Average Resolution Time (ART), will be compiled in a termly report for each school. Additionally, the report will include a breakdown of ticket volume for both School Support and Parent Support teams.

Root cause analysis plays a vital role in our continuous improvement process. Support data is meticulously reviewed on a weekly and monthly basis to identify trends and opportunities for eliminating the underlying causes of multiple incidents and support tickets.

Beyond addressing support needs, GroupEd is committed to maximizing your GroupEd experience. We achieve this by monitoring customer health through key indicators:

**Product Feature Usage:** Tracking your utilization of various product features helps us understand your needs and identify potential areas for improvement.



**Risk Assessment:** We monitor customer complaints and escalations to proactively address any potential risks.

**Support Interaction Analysis:** Highlighting schools with an unusually high number of support tickets allows us to identify areas where additional assistance might be beneficial.

**CSAT Score Monitoring:** Your satisfaction with our services is paramount. We monitor CSAT scores to ensure we are consistently meeting your expectations.

By analysing this data, we can determine your overall customer health. Should any of these indicators fall below expected levels, our systems will automatically flag your account manager. This enables them to proactively develop an intervention plan to optimize your GroupEd usage and ensure your success. This intervention plan may include:

**A review of your account health and opportunities for improvements:** Your account manager will work with you to identify areas where you can leverage GroupEd more effectively.

**Training opportunities:** We offer a variety of training resources to help you and your staff get the most out of GroupEd. Your account manager will recommend relevant training programs based on your specific needs.

You will also be sent data at regular intervals showing you a snapshot of your GroupEd usage. This data aims to help you identify areas of the system which may be of further use to you, maximizing the return on your investment in GroupEd.

## 5. Data Security

### Data Retention Policy

Our Data Retention Policy is available for all customers and is as follows:

#### 1. Introduction

Group Ed Ltd ("the Company") is committed to ensuring the proper and secure handling of data, including the information related to school leavers, for reporting reasons. This Data Retention Policy outlines the guidelines and procedures for the retention and disposal of such data.

#### 2. Purpose

The purpose of this policy is to:

- Ensure compliance with applicable data protection laws and regulations.
- Safeguard the privacy and security of school leavers' information.
- Facilitate effective reporting to schools and relevant authorities.
- Establish clear guidelines for the retention and disposal of data.

#### 3. Scope

This policy applies to all employees, contractors, and third parties who have access to school leavers' information in the course of their duties at Group Ed Ltd.

#### 4. Data Retention Period

The Company will retain information about school leavers for reporting purposes up to the end of the academic year. At the end of this period, the data will be securely disposed of in accordance with the procedures outlined in Section 5.

#### 5. Data Disposal Procedures

Upon reaching the end of the academic year, school leavers' information will be disposed of using the following procedures:

- **Electronic Data:** All electronic data will be securely deleted using industry-standard methods to prevent unauthorized access or recovery.
- **Paper Records:** As present, we do not keep any paper records and have no plans to do so. Any paper records containing school leavers' information will be securely shredded or permanently rendered unreadable.

#### 6. Data Access and Security



Access to school leavers' information will be restricted to authorized personnel only. The Company will implement and maintain security measures, including encryption and access controls, to protect the confidentiality and integrity of the data.

## 7. Data Subject Rights

Individuals have the right to request access, correction, or deletion of their data. Requests will be handled in accordance with applicable data protection laws.

## 8. Training and Awareness

All employees and relevant third parties will receive training on this Data Retention Policy to ensure awareness and compliance.

## 9. Policy Review

This policy will be reviewed regularly and updated as necessary to ensure continued compliance with legal and regulatory requirements.

## 10. Contact Information

For questions or concerns regarding this Data Retention Policy, please contact support at [support@grouped.org.uk](mailto:support@grouped.org.uk).

## Privacy Policy

This privacy notice explains the following (and should be read in conjunction with our GDPR policy):

- Who GroupEd are and how to contact us
- How we collect data from you and other data source
- The laws that apply to our use of your data information
- Our roles when handling your data
- How we will use this information and how we protect it
- When GroupEd will use your details to contact you
- Whether we will disclose your details to any third party.

## Consent to installation of the App

Before installation of the GroupEd App, please indicate your consent to our processing of your personal data ('your' personal data throughout this policy also includes the personal data of the pupil/student you are using these services on behalf of and you confirm you have the necessary appropriate consents to provide us with their personal data), which may also include sensitive personal data as described in this policy

YES I consent to the installation of the App and the use of my personal data and, where necessary, sensitive personal data.



NO I do not consent to the installation of the App.

### How you can withdraw consent

Once you provide consent by selecting "YES", you may change your mind and withdraw consent at any time by contacting us at our contact details set out below but that will not affect the lawfulness of any processing carried out before you withdraw your consent.

GROUP ED LIMITED (we, our, us) are committed to protecting your personal data (which includes the personal data of the pupil/student you use our Services on behalf of) and respecting your privacy.

### Introduction

This policy (together with our terms and conditions which are available on our website, both being our Terms of Use) applies to your use of:

Our mobile application software (App) or hosted on [www.grouped.org.uk](http://www.grouped.org.uk) (App Site), once you have downloaded or streamed a copy of the App onto your mobile telephone or handheld device (Device).

Any of the services accessible through the App that are available on the App Site (Services).

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. This policy is compliant with the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK (Data Protection Law). Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

### Important information and who we are

We are the controller and we are responsible for your personal data.

### Contact details

Our full details are:

- Full name of legal entity: Group Ed Limited, company number 10416481 • Email address: [info@grouped.org.uk](mailto:info@grouped.org.uk)
- Data Protection Officer: Cerys Furlong [cerys@grouped.org.uk](mailto:cerys@grouped.org.uk)
- Postal address: Group Ed Limited, Ocean Park House, East Tyndall Street, Cardiff, CF24 5ET

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

### Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review.



This version was last updated in May 2024. It may change and if it does, these changes will be updated on our website.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during our relationship with you.

### Third party links

Our Sites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. Please note that these websites and any services that may be accessible through them have their own privacy policies and that we do not accept any responsibility or liability for these policies or for any personal data that may be collected through these websites or services, such as Contact Data. Please check these policies before you submit any personal data to these websites or use these services.

### The data we collect about you

We may collect, use, store and transfer different kinds of personal data about you as follows:

- Identity Data – including name, address, date of birth, gender and sex;
- Contact Data – including telephone number, address and email address;
- Financial Data – including payment card details;
- Transaction Data – including payment history, in-app purchases and balances;
- Device Data – including IP address, cookies, web analytics and browser type and version;
- Profile Data – including login details, passwords, email address and in-app messages (which includes messages sent between you and the school using our Services);
- Special categories of personal data – including, but not limited to, data relating to religion, race and health;
- Content Data: includes information stored on your Device; and
- Usage Data: includes details of your use of any of our Apps or your visits to any of our Sites including, but not limited to, traffic data and other communication data, whether this is required for our own billing purposes or otherwise

### How is your personal data collected?

We will collect and process the following data about you:

- Information you give us. This is information you consent to giving us about you by providing us with the data on the App Site and the Services Sites (together Our Sites), or by corresponding with us (for example, by email or chat). It includes information you provide when you register to use the App Site,



download or register an App, subscribe to any of our Services, search for an App or Service, make an in-App purchase and when you report a problem with an App, our Services, or any of Our Sites. If you contact us, we will keep a record of that correspondence.

- Information we collect about you and your device. Each time you visit one of Our Sites or use one of our Apps we will automatically collect personal data including Device, Content and Usage Data. We collect this data using cookies and other similar technologies.
- Information we receive from other sources including third parties and publicly available sources. We will receive personal data about you from various third parties such as providers of technical, payment and delivery services.

## Cookies

We use cookies to distinguish you from other users of the App, App Site, the distribution platform (Appstore) or Services Sites and to remember your preferences. This helps us to provide you with a good experience when you use the App or browse any of Our Sites and also allows us to improve the App and Our Sites. Please see our Cookies Policy.

## How we use your personal data

We will only use your personal data when the law allows us to do so. Most commonly we will use your personal data to carry out the Services on your behalf. We have introduced appropriate technical and organizational measures to protect the confidentiality, integrity and availability of your personal information during storage, processing and transit. Details of our processes for dealing with a suspected or potential breaches of data confidentiality are outlined in our GDPR Policy

## Purposes for which we will use your personal data

Under Data Protection Law, there are various grounds which are considered to be a 'legal basis for processing'. The legal basis for processing your personal data is that 'processing is necessary for the purposes of legitimate interests pursued by the controller' and that you have 'given clear consent to process the personal data for a specific purpose'.

It should be noted that in some circumstances the legal basis may vary, however, we always operate in full compliance of Data Protection Law and will only process data with a fair and reasonable legal basis for doing so.



## Disclosures of your personal data

When you consent to providing us with your personal data, we may also share your personal data with certain third parties (such as those set out below) to enable us to provide you with the Services:

- Payment processors (to process your card payments).
- Email and SMS providers (to send out email or SMS notifications).
- Security providers (to protect our software and systems from viruses and attacks).
- Hosting providers (to manage our data)
- Other third parties we sync data with your agreement (e.g. through WONDE)

## International transfers

We do not transfer your personal data outside the European Economic Area (EEA).

## Data security

All information you provide to us is stored on Amazon Web Services. Any payment transactions carried out by us or our chosen third-party provider of payment processing services will be encrypted. Where we have given you (or where you have chosen) a password that enables you to access certain parts of Our Sites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Once we have received your information, we will use strict procedures and security features to try to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator when we are legally required to do so.

## Data retention

We only retain your information for as long as is necessary to deliver the Services. We may need to retain some records to ensure compliance with legislation, for example, finance and tax legislation means that such data will need to be retained for up to seven years.

## Your legal rights

Under certain circumstances you have the following rights under Data Protection Law in relation to your personal data.

You have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - if you want us to establish the data's accuracy;
  - where our use of the data is unlawful but you do not want us to erase it;
  - where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
  - you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.



- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You also have the right to ask us not to process your personal data for marketing purposes.

You can exercise any of these rights at any time by contacting us at [info@grouped.org.uk](mailto:info@grouped.org.uk)

## GDPR

Our GDPR Policy is available to all our customers and includes our approach to disaster recovery and business continuity, and is outlined as follows:

### Purpose

The purpose of this Data Control Policy is to outline the procedures and controls implemented by GroupEd to ensure the protection and proper handling of personal data belonging to school users in accordance with the General Data Protection Regulation (GDPR).

Data Protection Officer (DPO)

Our Data Protection Officer is Cerys Furlong, [cerys@grouped.org.uk](mailto:cerys@grouped.org.uk)

### Physical security procedures

Physical security is maintained by formal security inspections, risk assessments and access control at GroupEd offices. Access to GroupEd offices is restricted with secure keys, CCTV, and secure doors.

### Digital security procedures

- User Authentication: Enforce strong authentication methods amongst employees, including unique usernames and complex passwords.
- Access Permissions: Assign access permissions based on job roles and principles of least privilege. Regularly review and update access permissions.
- Multi-Factor Authentication (MFA): Enforce MFA for all systems processing personal data to enhance access security.

### Employee Training and Awareness

- Security Training: Provide regular training to employees on digital security best practices and GDPR compliance.
- Awareness Programs: Conduct awareness programs to keep employees informed about the importance of protecting personal data.

## Security certifications

- Our server infrastructure provider, Amazon Web Services, is certified with ISO 27001, ISO 27017 and ISO 27018
- GroupEd is certified with Cyber Essentials Plus. Certificate number 0d0f6594-0e3f-4a77-9b87-f7785997919e
- Our ICO Data Protection Registration number is ZB277757

## Data Storage and Encryption

- **Data Storage:** Personal data collected through our Services is stored securely in data centers that adhere to industry-leading standards for physical and logical security measures. We partner with reputable cloud service providers to ensure the availability, integrity, and confidentiality of stored data.
- **Encryption Standards:** To safeguard personal data, we implement encryption measures that meet or exceed industry standards. The following encryption standards are applied to protect different aspects of data processing:
- **In-Transit Encryption:** All data transmitted between users and our servers, as well as between servers, is encrypted using secure transport layer protocols such as TLS (Transport Layer Security) or its predecessor SSL (Secure Sockets Layer). This ensures the confidentiality and integrity of data during transmission.
- **At-Rest Encryption:** Personal data stored on our servers is encrypted at rest using robust encryption algorithms. This means that even if physical access to storage devices is obtained, the data remains unreadable without the appropriate cryptographic keys.
- **User Authentication Data:** Sensitive user authentication data, such as passwords, is stored using industry-standard, one-way cryptographic hash functions. This ensures that even in the event of a data breach, plaintext passwords cannot be retrieved.
- **Encryption Key Management:** Encryption keys are managed securely, following best practices for key generation, storage, and rotation. Key management procedures are regularly audited to maintain the highest levels of security.
- **Access Controls:** Access to personal data is strictly controlled through authentication and authorization mechanisms. Only authorized personnel with a legitimate need for access are granted permission, and access rights are reviewed and updated regularly.
- **Monitoring and Auditing:** We continuously monitor our systems for any unauthorized access or suspicious activities. Regular security audits and reviews are conducted to identify and address potential vulnerabilities.



- **Third-Party Data Storage:** In the event that personal data is stored by third-party service providers, we ensure that these providers adhere to similar encryption and security standards. Contracts with third parties include provisions for data security and compliance with applicable data protection laws.
- **Data Retention:** Personal data is retained only for as long as necessary for the purposes for which it was collected or as required by law. Data that is no longer needed is securely deleted or anonymized.

### User Consent

By using our services, users consent to the sharing of data with Third-Party Applications as described in this Notice. Currently, we do not share data with any third-party applications, but if this were to change, then users would be informed beforehand. Users have the option to disable or limit these integrations within their account settings.

### Security Measures

We take reasonable and appropriate measures to ensure that the personal data shared with Third-Party Applications is handled securely. This includes, but is not limited to, encryption, access controls, and regular security assessments.

### Data Subject Rights

Users have the same rights with respect to their personal data shared with Third-Party Applications as outlined in Section 6 of the main GDPR compliance notice.

### Emergency responses

The purpose of these Emergency Response Procedures is to establish a framework for addressing and mitigating security incidents promptly, with specific emphasis on compliance with the General Data Protection Regulation (GDPR).

### Incident Identification and Reporting

- **Incident Identification:** Implement mechanisms to identify security incidents promptly, including but not limited to unauthorized access, data breaches, and disruptions to systems.
- **Incident Reporting:** Establish a clear and efficient process for employees to report security incidents to the designated Incident Response Team.

## Incident Response Team

- Composition: Form an Incident Response Team comprising individuals with expertise in IT, legal, and data protection.
- Designated Roles: Assign specific roles within the Incident Response Team, including Incident Coordinator, Legal Advisor, IT Security, and Communications Liaison.

## Incident Categorisation and Assessment

- Categorisation: Classify incidents based on severity and potential impact on personal data and GDPR compliance.
- Assessment: Conduct a rapid assessment to determine the nature and scope of the incident, including its potential impact on personal data.

## Containment and Eradication

- Containment: Take immediate steps to contain the incident and prevent further unauthorized access or data exposure.
- Eradication: Identify and eliminate the root cause of the incident to prevent its recurrence.

## Recovery

- Data Restoration: Restore affected systems and data from secure backups to minimize downtime.
- Service Restoration: Work towards restoring normal operations while ensuring GDPR compliance is maintained.

## Notification and Communication

- Data Protection Authority Notification: In the event of a data breach, promptly notify the relevant Data Protection Authority as required by GDPR.
- Data Subject Notification: If a breach is likely to result in a high risk to the rights and freedoms of individuals, notify affected data subjects without undue delay.
- Communication Plan: Develop and execute a communication plan to keep stakeholders, including customers and employees, informed about the incident and remediation efforts.

## Documentation and Reporting

- Incident Report: Document a comprehensive incident report detailing the incident, response activities, and preventive measures taken.
- GDPR Compliance Assessment: Conduct a post-incident GDPR compliance assessment to identify any deficiencies and implement corrective actions.

## Training and Awareness

- Employee Training: Provide regular training to employees on recognizing and reporting security incidents in line with GDPR requirements.
- Simulated Exercises: Conduct periodic simulated incident response exercises to test the effectiveness of the procedures.

## Continuous Improvement

Review and Update: Regularly review and update these Emergency Response Procedures to align with changes in technology, business processes, and GDPR requirements.

## Access control of data for school users

Role based permissions are used to assign the minimal required level of permissions for users. Permissions can be revoked, and changes take place immediately. We use OAuth based security that is compliant with regulatory requirements above and beyond the legal requirement for GDPR security. This includes, but is not limited to the following international standards for information security management systems: ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, and ISO 9001. Audit trails capture any monitor any changes to user permissions.

## Ensuring accurate and up to date data

### User Account Access

You have access to your user account, allowing you to review and update your personal information directly. Please log in to your account to ensure that your details are current.

### Data Validation Procedures

Our systems incorporate data validation procedures during the data entry process to minimise errors and ensure the accuracy of the information collected.

### Periodic Data Reviews

We conduct periodic reviews of user data to identify and address any inaccuracies. This helps us maintain the currency and correctness of the information we hold.

### User-Initiated Updates

We encourage users to proactively update their information in case of any changes. You can modify or amend your personal details through your user account settings.

## User session Security



MFA is enforced with all our user accounts, at login as well as at registration. Passwords must follow a set of requirements, such as 8 characters long, containing upper and lowercase characters, a number and a special character. Users are automatically logged out after a period of inactivity. By default, all employees are logged out after one hour of inactivity.

Data is encrypted in transport and triple encrypted at rest. Encryption keys are rotated periodically. We implement modern best practices in security, such as request rate limiting and exponential timeouts on the login endpoint.

## UK GDPR Processor Obligations

GroupEd meets its GDPR Article 28 Processor Obligations, as covered in the terms and conditions of our contract

## GroupEd's Access Control Policy

Access to GroupEd systems is only enabled if there is a justifiable business need, as set out in our Access Control Policy.

All GroupEd staff undergo a DBS check or equivalent before starting work in addition to appropriate data handling training.

## Revoking Permission

### User Controls

Users have the ability to manage and control their permissions within their account settings or via an email to support. This includes adjusting privacy settings, revoking specific permissions, or withdrawing consent for certain data processing activities.

### Revocation Process

To revoke permissions, users can follow the steps outlined in their account settings or via an email to support. This process is designed to be straightforward and accessible to ensure user control over their data.

### Impact of Revocation

### Immediate Changes

Upon revocation of specific permissions or withdrawal of consent, users will experience immediate changes in the access and processing of their data as specified in their settings.

### Service Limitations

It's important to note that certain features or functionalities may be limited or unavailable if specific permissions are revoked. Users will be informed of any potential impact during the revocation process.

## Data Deletion and Retention



**Data Deletion:** Revoking permissions may trigger the deletion of certain user data as specified in our Data Retention Policy.

**Retained Data:** Some data may be retained for legal or legitimate business purposes, even after the revocation of permissions. Users will be informed about the retention periods in our Data Retention Policy.

### Communication

**Notification:** GroupEd will provide notifications or alerts to users to confirm the successful revocation of permissions and inform them about any changes in data processing.

**User Support:** Users who encounter difficulties or have questions regarding the revocation process can contact our support team at [support@grouped.org.uk](mailto:support@grouped.org.uk)

Ongoing testing of any system risks and vulnerabilities

Runscans of our systems frequently and periodically to detect any vulnerabilities. This includes our API as well as our user facing applications.

Use industry standards to monitor all components. Patches are frequently and often automatically applied to our hardware.

### Process for being alerted to a breach or error

All servers and components are monitored for key metrics and all logs are collected into a centralised logging system. Alert trigger rules are defined on both metrics and logs to proactively alert our Technical teams to possible issues or unusual activity. We triage all issues and have a set of procedures to resolve issues in the appropriate time, which could be minutes for extreme cases.

### Process for responding to a data breach

- Gather all appropriate data and report the breach in a reasonable timeframe in compliance with GDPR.
- Assess the scope of the beach.
- Record and implement appropriate steps to contain any breach.
- Follow a notification timeline for all affected individuals and relevant stakeholders.
- Review the need for any data security enhancements



All incidents are detected and reported to our Data Officer, who then is responsible for coordinating our technical teams, gathering evidence, assessing the incident, and managing the response plan. All communications procedures will be followed, the incident will be logged, and corrective action will be taken to mitigate the risk in the future.

#### Changes to the GDPR Compliance Notice for Third-Party Applications

GroupEd reserves the right to modify, update, or revise this GDPR Compliance Notice for Third-Party Applications at any time. Users will be informed of any material changes.

#### Contact and support access

Support is provided via email and in-application channels. Documentation and knowledge base resources are available to all users.

Offices are open Monday to Friday 8am to 5pm.

Monitored Email: [Info@GroupEd.org.uk](mailto:Info@GroupEd.org.uk)

Phone: 029 2280 5390

Postal/Business Address:

GroupEd Ltd HQ  
Ocean Park House  
East Tyndall Street  
Cardiff CF24 5ET