SIMS Parent App Usage Policy

This policy applies wherever access to Ulidia Integrated College SIMS Parent App system interface is provided. This Policy applies whenever information is accessed through the Ulidia Integrated College SIMS Parent App, whether the computer equipment is owned by Ulidia Integrated College or not. The Policy applies to all those who make use of the Ulidia Integrated College SIMS Parent App service.

Ownership and Administration of this Policy
Ulidia Integrated College owns and administers the Policy.

Objectives of SIMS Parent App Usage Policy
Acceptable use of the SIMS Parent App – all users:
- Access to the SIMS Parent App is a privilege, not a right;
- Users are responsible for their behaviour;
- Conditions of use are respected; any breach of the conditions of use may lead to withdrawal of a user's access.

Security
This policy is intended to minimise security risks. These risks might affect the integrity of Ulidia Integrated College's data, the authorised SIMS Parent App user and the individuals to which the SIMS Parent App data pertains. In particular, these risks arise from:

- The intentional or unintentional disclosure of login credentials to the Ulidia Integrated College SIMS Parent App system by authorised users;
- The wrongful disclosure of private, sensitive and confidential data;
- Exposure of Ulidia Integrated College to vicarious liability for information wrongfully disclosed by authorised users.

Data Access
This Policy aims to ensure all relevant aspects of the GDPR and Data Protection Act (1998) are adhered to, in line with the privacy notices which are available on the school website.

This Policy aims to promote best use of the SIMS Parent App system to further the communication and freedom of information between Ulidia Integrated College and parents/carers.

SIMS Parent App Usage Policy Rules
Ulidia Integrated College SIMS Parent App system is provided for use only by persons who are legally responsible for pupil(s) currently attending the school.

Access is granted only on condition that the individual agrees to the terms of this policy, by returning a signed copy of the parental consent letter, which will be held by the school for audit purposes. Secondary parental responsibility checks will be carried out to minimise a data breach.

Requests for access to SIMS Parent App must be made to Ulidia Integrated College via the SIMS Parent App Parental Consent Form. Your signature on this form must confirm your legal responsibility for the pupil(s) currently attending the school. The school reserves the right to request additional legal documents to confirm parental/guardian entitlement.

Personal Use
Information made available through the SIMS Parent App system is confidential and protected by law under the GDPR and Data Protection Act (1998). To that aim:

- Users must not distribute or disclose any information obtained from the SIMS Parent App system to any person(s) with the exception of the pupil to which the information relates, or to other adults with parental responsibility;
- Users should not attempt to access SIMS Parent App in any environment where the security of the information contained in SIMS Parent App may be placed at risk, for example, an internet café or public place;
- Users must not transfer information from the SIMS Parent App to any form of portable media, such as, pen drives or by electronic means, such as, email without the express permission of the school.

Password Policy
Parents / carers must assume personal responsibility for their username and password. Never use anyone else's username or password. Parents / carers must always keep their individual username and password confidential. These usernames and passwords should never be disclosed to anyone. Passwords and usernames should never be shared.

Frequently Asked Questions (FAQs)
SIMS Parent App users should raise any concerns / enquiries about the SIMS Parent App system to Ulidia Integrated College, by email: info@ulidiacollege.com or telephone: 028 93358500.

Ulidia Integrated College reserves the right to revoke or deny access to SIMS Parent App
or any individual under the following circumstances:
- The validity of parental responsibility is questioned;
- Court ruling preventing access to child or family members is issued;
- Users found in breach of the SIMS Parent App Usage Policy.

If any child protection concerns are raised or disputes occur, the school will revoke access for all parties concerned.

Concern / Query	Action To Take
I can't download the Parent App…	SIMS Parent is accessible online at https://www.sims-parent.co.uk/ This does not require an App to be installed on a phone or tablet and can be accessed via any web browser.
I have not received an email invitation…	If you have not yet received a registration email, please check your SPAM or JUNK folder. Contact the school and leave your details so we may check that the email address we have for you is correct and then re-issue an invitation.
I do not have any of the accounts listed (Facebook, Twitter, Google, Microsoft)…	You will need to set up an account to access and use this system.
I have followed the steps listed above, including following the parental guidance on the school website and I am unable to gain access…	Contact the school info@ulidiacollege.com and leave your details so we may investigate the problem. Please leave as much information as possible.
I have access to the app but I am unsure how to use it…	Please refer to our parental support pack on our school website. Further information on the SIMS Parent App can be found at https://www.capitasims.co.uk/products-and-services/sims-parentapp

I have forgotten my password, what can I do?
As the details you will use to log in to SIMS Parent are your own personal email address, you will need to access your email provider's website and click on the forgotten password link. We therefore are unable to assist you with your forgotten login details.

What if I have changed my email address or other contact details?
If any of your contact details have changed, please use the data collection sheet on SIMS Parent to update these. Alternatively, you can let us know by emailing info@ulidiacollege.com

What if we require more than one account?
We anticipate that most families will use a single login but in circumstances where more than one parent/carer has the right to access data please contact the school.

What if I have more than one child at the school? Will I need an account for each child?

If you have more than one child at the school, you will only require **one login** which will allow you to access each of your children's records.

If you have a child join the school after you have received your login details, your child will appear on your existing SIMS Parent account.

What happens when my child leaves the school?

When your child leaves the school, whether this is in year twelve or at another point in their education, they will no longer appear on your SIMS Parent account. If you have only one child at the school, your account will be disabled. We therefore encourage parents/carers to save any reports or other information they would like to keep before your account is disabled or your child is removed from your account.

Does it matter if I use the website or the app?

Which method you use to access SIMS Parent is entirely up to you. Both the website and the app contain the same information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.

Note: Where SIMS Parent App access is not available, Ulidia Integrated College will still make information available according to GDPR and Data Protection Act (1998). Users are liable for any potential misuse of the system and/or breach of the GDPR and Data Protection Act (1998) that may occur as a result of failing to adhere to any of the rules/guidelines listed in this document.

Appendix 1 – Capita (SIMS) Privacy Statement 2017

SIMS Parent Privacy Statement

We take care to protect the privacy of customers and users of Capita websites. Set out below is an explanation of how we process information about visitors to the site.

SIMS Parent
SIMS Parent is designed to support the partnership between child, parent and school by sharing key information from their school life. Designed with input from both schools and parents, SIMS Parent is intuitive and informative, providing parents with information on their child's progress to help inform, celebrate and support their child.

What Information is Transferred?
SIMS Parent depends on data that is held within the SIMS system. For example, student data is displayed within SIMS Parent to contextualise the applications' functionality (e.g. forename, surname, and student / parent relationships). Selected information is transferred to SIMS Parent periodically, via the SIMS Online Services Client over a secure channel. The SIMS Online Services Client (school-side) uses client credentials to uniquely identify the school and authorise at the server. The following data is required to allow the school to invite Parents/Guardians to use SIMS Parent and to display relevant data to parents about their children. Configurable items will only be stored if they have been enabled by the school administrator.

Where is the Data Stored?
Data is stored within SIMS Parent in various forms, all using Microsoft Azure data constructs. Information interchange between software services within the applications is protected by a dedicated Secure Token Server (STS), so that access to all data is validated against the access rights of the requesting user. Data sits with the EEA and is subject to EU model clauses, specifically data for these services reside in the EU: Ireland and the Netherlands.

Security of the Data Stored
SIMS Parent is a securely hosted web service, delivered via the web using standard HTTPS TCP/IP protocols. The SIMS Parent application is hosted on a secure and highly scalable managed service, with the main system hosting provided by Microsoft Azure® UK, which is reliable and resilient. Microsoft Windows Azure has GCloud Impact Level 2 (IL2) from the Cabinet Office for use across the UK Public Sector. All data is securely stored and processed within the EU and complies with UK data protection standards and requirements. Technical hosting and management for SIMS Parent is undertaken fully by Capita on behalf of the establishment, including the provision of all software, maintenance operations, upgrades and background supporting processes. Application security is 256bit Secure Socket Layer (SSL), point-to-point encryption.

Where the Data is Processed?

The SIMS Parent application is hosted on a secure and highly scalable managed service, with the main system hosting provided by Microsoft Azure® UK, which is reliable and resilient. Microsoft Windows Azure has G-Cloud Impact Level 2 (IL2) from the Cabinet Office for use across the UK Public Sector. All data is securely stored and processed within the EU and complies with UK data protection standards and requirements.

Is there any Third-Party Processing of the Data?

SIMS Parent sends reminder notifications using the Apple Push Notification service and the Google Cloud Messaging service. These notifications contain summary information about Student events.

What Information from Sign-In Providers does Capita Receive and Store?

When a parent user logs into the service via SIMS ID using a third-party login, they are prompted with a consent screen where they consent for their e-mail address and name to be passed to SIMS ID. The e-mail address and name are passed to SIMS ID, but no extended properties are received except a unique identifier. The third-party ID provider has no concept of the education establishments that the user is associated with, however, SIMS ID and Parent App understands the site context. In the SIMS ID database, the e-mail address and a unique identifier are stored. The third-party provider detail may include the parent's provided name. This is not stored – SIMS ID stores a name associated with the parent from Parent App (SIMS People Service).

Cookies Policy

The SIMS Parent web application does not use cookies. SIMS Parent uses a small number of cookies to provide the features in the web site and to help us improve its performance. If you do not know what cookies are, or how to control or delete them, then we recommend you visit http://www.aboutcookies.org for detailed guidance.