



GDPR Policy - Software Customers



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Introduction

Parenta is registered under the Data Protection Act 2018 and has a detailed information [security policy](#) which all our employees must adhere to.

We take data security very seriously and comply with best practices for managing information through our [Data Protection Policy](#).

Protecting your data

The safety of your data is paramount. Which is why, here at Parenta we use Amazon Web Services (AWS), the leading cloud hosting provider to host our software and databases.

AWS uses the same data centres that host Amazon's own software systems and it achieved ISO27001 certification in 2010.

You can view the certificate [here](#).

Daily Back-ups

For peace of mind, we take full backups **every day** of our customers' data and have a database system with an independent copy of the data in a different geographical area of Ireland. **This system can recover from a failure of the primary database within a few minutes.**

Frequently Asked Questions

Do I have to appoint a Data Protection Officer in my setting?

According to the [Information Commissioner's Office](#) (ICO), "The GDPR introduces a duty for you to appoint a data protection officer (DPO) if you are a public authority or body, or if you carry out certain types of processing activities".

You can find out more information and take a short (anonymous) survey [here](#) on the official website of the ICO to ascertain whether you need to appoint a dedicated DPO.

How long does Parenta store customer data and what is the process to remove data from Parenta's system(s)?

Parenta does not delete customer data as this is controlled by the customer.

Where is all Parenta's data stored?

All customers' software data is stored in multiple locations - all within Amazon data centres in Ireland. All data pertaining to learners is stored within the Parenta office building and backed up to the same Amazon data centres in Ireland.

What access control policy does Parenta have in place for both customer and internal data?

The data is only accessible through the correct login credentials being used.

Who has access to the data facilities?

Authorised AWS staff only.

In the unlikely event of a data security breach, what is Parenta's procedure to report any concerns?

The breach would trigger Parenta's Critical Escalation Policy – see Appendix 1.

What (if any) third party organisations does Parenta work with that may have access to customers' systems and the data Parenta hold?

- AWS hosts our data and servers and therefore have necessary access to it.
- Mailgun is used to send outgoing emails.
- Smartdebit have access to limited parent information in order to take direct debits on behalf of nurseries using our Fee Collection product.

GDPR Policy for Settings

Appendix 1 – Critical Escalation Policy

Day 1

- Immediately a critical has been discovered Customer Experience Team to send an email to critical email address and inform IT managers directly
- IT team to make initial investigations and dependant on areas affected along with impact a decision will be taken on removing affected functionality
- Customer Experience Team to record all instances of cases related to the critical and to give hourly customer updates
- IT to investigate how many settings could be affected and put a message onto software portal to advise users of the issue
- Senior Management Team (SMT) to address issues with IT and Customer Experience Team and to be kept informed of the magnitude of the errors, ensuring communication is maintained with affected customers

Day 2

- IT to update SMT and Customer Experience Team regarding progress in resolving errors on the affected functionality
- Customer Experience Team to give all affected customers a telephone update in addition to a confirmation in writing
- Customers to be given further updates by Customer Experience Team every 3 hours

Day 3+

- As per day 2
- SMT member to contact all affected customers to discuss outcome of investigation, expected timescale for a fix and reasons for the delay

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