

The SalamanderSoft Data Processing Agreement

This document details the data objects, processing, safeguarding and security of the data that we, SalamanderSoft, will process on behalf of the customer. This information provides a framework for our Data Processing Agreement with you and supports our joint obligation to comply with the Data Protection Act 2018, the UK General Data Protection Regulation (GDPR UK) and comply with the Information Commissioner's Office mandate.

Our role in your privacy

If you are a SalamanderSoft customer this agreement applies to you. As part of the Terms and Conditions and Privacy Policy in our contract with you, you should check this agreement to make sure that this is understood to be the instructions that YOU (the Data Controller) give US (the Data Processor), as we are the provider of the SalamanderSoft service. This agreement is based on the UK GDPR but may talk about other regions where there is a difference.

Our responsibilities

If you are a using our software and services, we act as the 'Data Processor' of personal data. This means that we provide you with a service that allows you to process personal data based on the purpose and means that you have decided on. We are registered with the UK Information Commissioner's Office under number [ZA362914](#)

Your responsibilities

- Read this Data Processing Agreement.
- Check any contract or Terms of Service between us or any other document we have asked you to look at, as these may also have specific information that you want.
- Where you have provided us with personal information as part of our service have provided us with personal data, it will only be used for the reasons it was provided to us. By submitting the information to us, you confirm that you have the right to authorise us to process it on your behalf in accordance with this Data Processing Agreement.

What types of data we collect and how we use it

Organisation information

In order to provide organisational details including the customer's organisation name, location, identifiers such a DFES number. This data is used for managing our relationship with the customer and providing information into the service we provide.

Contact Details

In order to provide installation and support services we need to collect Names and contact information for Staff in the organisation who will be working with our teams. This data is used by our implementation and support teams to support the service we deliver.

Technical data that identifies you

Technical information from the organisation including details of servers running our solution, servers and cloud solutions holding the services we are integrating with, along with IP Addresses, Browser type, login

information and geolocation information for users working with our support solutions and portals. This data is used to support the security of our services and provide support services for our solutions.

MIS / SIS information

For the purposes of provisioning your other systems we require access to the data stored in your MIS / SIS. The exact data required will depend on your requirements.

We use a standard, limited, export of information for each type of data, which can be expanded on a case-by-case basis to support the requirements for individual customers.

Our standard data extract information can be found here: [SalamanderSoft Standard Extracts](#)

The data we use from an MIS / SIS system can be broken down into a number of categories:

Personal information about pupils and adults currently active in the school

This will be required to provision and manage user accounts in the customers destination systems.

Personal information about pupils and adults who have now left the school

This will be required to process the accounts for former users to ensure that access is updated/removed appropriately.

Personal information about pupils and adults who have not yet started at the school

This will be required to process accounts for users before they start in the school.

Group, Class and Timetable information

This data is used to create groups, Google Classrooms, Microsoft Teams and manage calendar information for users.

Photographs of Pupils and Staff

Only required if the customer wants photographs adding to their other systems as the users' profile picture.

Other information

More information is often available from the schools MIS / SIS system and may be accessed if requested by the customer as part of our installation or support processes.

How secure is the data we collect?

Information is extracted from the MIS using the APIs provided by the MIS supplier, or in the absence of them, by reading the database. SalamanderSoft uses the credentials that the school provides and depending on the MIS provider and their security model, can only access the information that you give us access to.

When accessing a hosted MIS or destination system we will always use industry standard SSL encryption where available.

Where do we store your data?

The aim of our products is to move data from the MIS into the other systems in use by the school. Once the data is in those systems it is the school's responsibility, as the Data Controller, to ensure that it conforms to the Data Protection Act.

Most of the data processing related to the management of provisioning data into the customers destinations systems, such as M365, Google Workspace for Education, Apple School Manager, Paxton Net2 and JAMF.

By default, our solutions log all actions locally on the machine running the solution for auditing and troubleshooting purposes. Some of the Log files can contain some personal information to aid troubleshooting and auditing tasks. Where stored locally, the log file location should have appropriate permissions applied. Log files that are accessed via Salamander Cloud or Salamander for Partners are stored in an Azure Storage account.

Where the customer is using our Salamander Cloud and Salamander for Partner's services, we store some of the schools MIS data in our secure Azure environment to support the management of the solutions and provide information around logging and or the provisioned user accounts. A small amount of MIS data is used to provide these services. Some of this data is available to download by the customer through secure accounts.

There are scenario's where other data movement takes place:

- Where requested by the school, data may be stored / output to other locations. For example, a spreadsheet containing new account details. This is handled on a case-by-case basis and so should be discussed directly with our teams.
- As a temporary measure during installation or support of the product we may store the MIS data. Once the temporary complete this data will be deleted.
- It is required to be stored locally in a particular file format prior to uploading to a cloud service. (e.g. for MS School Data Sync for Apple School Manager which require data to be in CSV files)

Sub-processors and partners who process your data

SalamanderSoft use a number of services to support the delivery of services to our customers. Details of our Sub Processors can be found here: [SalamanderSoft Sub Processors](#)

Supporting our Solutions

For installation and support purposes we may require access to the server running our solutions. We can use whatever remote access systems you require and conform to your policies. By default, installations will use TeamViewer unless requested otherwise. Support will be conducted via our own Remote Access Tool, or via TeamViewer unless requested otherwise.

When raising support issues please avoid sending personal information to use directly via insecure methods including email. If we need personal information to resolve an issue, we can provide alternative, secure, methods for sharing data.