Security and Risk Assessment Information for Schools

This document summarises the EP for School legal documents (found at educationperfect.com/legal/) for your convenience as you complete Security or Risk Assessments. However, it is not part of our contract with you, and in the case of a conflict those documents take precedence. If you have any questions not answered below, please contact privacy@educationperfect.com

Where is user data stored?

EP stores all user data in Amazon Web Services' Sydney data centres.

Is EP compliant with the Australian Privacy Act and Australian Privacy Principles?

Yes. Our Privacy Policy and other legal documents were written in accordance with the requirements of the Australian Privacy Act and APPs, and staff are regularly reminded of their obligations.

Is EP compliant with the GDPR?

Yes. Our Privacy Policy and other legal documents were written in accordance with the requirements of the GDPR, and staff are regularly reminded of their obligations. Our relationship with schools in the EU is additionally governed by our Data Protection Addendum, available on our website.

Is EP a signatory of the Student Privacy Pledge?

Yes. EP signed onto the Student Privacy Pledge in 2020, joining over 400 education companies from around the world who are committed to protecting student privacy online. You can learn more about the Pledge at studentprivacypledge.org

How is user data secured?

All data is encrypted in transit and at rest. Amazon has controls to ensure the physical security of their data centres, which you can read about on their website.

What do "in transit" and "at rest" mean?

Data is "in transit" as it moves from your computer to our servers and back. When we store it in our databases, it is said to be "at rest". In both cases, it is encrypted to increase its protection in the unlikely event that an unauthorised third party accesses it.

Who controls user data?

Your school retains control over the user data and can request its removal from our system at any time.

Who can access user data?

We use role-based access controls to ensure that only teachers in your school can access data in your school. These controls also apply to EP staff; only those who have a legitimate need to access data (for example our customer support, customer success and troubleshooting teams) can do so.

From where will EP staff access user data?

EP is a global organisation, with staff in countries around the world. Staff members can only access data through our secure cloud providers to ensure that this process is as safe as possible and takes place in accordance with your country's applicable laws.

For how long does EP retain user data?

By default, we automatically anonymise user data once the account is no longer in an active class and has been unused for three years. Additionally, your school can ask us to do this at any time.

Why does EP retain user data for this time period?

This allows teachers to compare results for cohorts of learners over time. It also means that if a student stops using EP for a year but then comes back, they can pick up where they left off on their learning journey.

Who owns the copyright of custom content built by teachers?

If you generate content in EP, you retain the copyright and grant EP a non-exclusive licence to use it. Please only upload content to which you hold the copyright.

I have a question not answered here.

Please get in touch with us at privacy@educationperfect.com.