



Security and Risk Assessment Information for Schools

Where is user data stored?

Student, teacher, and school staff data, including all backups, are stored in Amazon Web Services' Australian data centres. The only exception is for our Canadian customers, whose data is hosted in Amazon Web Services' Canadian data centres.

No student data is transferred to any third-party systems or other countries.

To support operations and deliver services such as customer support, we may also store and process teacher and school staff data in other geographic locations. We only store the data necessary for the specific purpose, and all vendors undergo a review to ensure they meet our security and privacy standards. You can find details of all our sub-processors [here](#).

What student data do we collect?

Education Perfect collects a minimal amount of student data, limited to First Name, Last Name, Email Address, Class, and Year Level. This information is used exclusively for account identification and platform provision.

What teacher and school staff data do we collect?

The teacher data we collect includes First Name, Last Name, Email Address, and an optional Contact Phone Number. Additionally, if you are an administrator or the billing contact for the school, we also collect relevant address and billing information for payment and invoicing purposes.

For how long does Education Perfect retain user data?

Deactivated accounts and their data are scheduled for permanent deletion after a 90-day grace period, provided the following conditions are met:

- The user is not associated with any other active schools or organisations.
- The data has been retained for the duration set by the school or organisation. This retention period can be customised in the account settings, with options ranging from 3 to 24 months.

Authorised school administrators can also request the deletion of their school's data, including all content, organising structures, academic results, and memberships.

How is user data secured?

All data is encrypted 'in transit' and 'at rest'. Additionally, Amazon Web Service has controls to ensure the physical security of its 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 has access?

Access to customer personal information is strictly limited to staff members who require it to perform their role. All access is granted based on the principle of least privilege using role-based access control (RBAC).

Is data access secure?

Access to systems storing or processing customer personal information is controlled via Single Sign-On (SSO) or two-factor authentication (2FA) where SSO is unavailable.

Are staff trained or informed about security and privacy?

In addition to our security and privacy policy, which is available to all staff members, we run a continuous security and privacy training program that is

updated annually. We also run regular simulated phishing campaigns and provide security awareness communications as new risks arise.

Who controls user data?

Your school retains control over user data and can request its removal from our system anytime.

Who owns the copyright of custom content built by teachers?

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

Is Education Perfect compliant with any privacy regulations?

Yes. Our Privacy Policy, procedures, and other legal documents are written in accordance with the requirements of the Australian Privacy Act, GDPR, and PIPEDA. Staff are trained on these privacy regulatory requirements. Additionally, our relationship with schools in the EU is governed by our Data Protection Addendum, available on our website.

Does Education Perfect align with any security programs based on industry-standard frameworks?

Yes. Education Perfect is ISO 27001:2022 certified and has been ISO 27001 certified since 2021. We have also obtained the Safer Technologies for Schools (ST4S) badge.

I have a question that was not answered here

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

