



GDPR FAQs

This PDF is a, user-friendly guide to Reading Plus GDPR compliance.

If your question still needs to be answered, please contact info@readingsolutionsuk.com.

Overview

Reading Solutions U.K. LTD. is the sole U.K. reseller for Reading Plus. We obtain specific data to provide you and your pupils access to the software, which is then sent to Reading Plus in the U.S. For this, we have data transfer agreements in place incorporating Standard Contractual Clauses as advised by the ICO.



FAQ	Answer
What information do I need to provide to use Reading Plus?	The details we require to provide this service at the school/ teacher level are contact and financial information such as name, address, telephone number and email. At the pupil level, we all require their names and the year groups they belong to. For an added level of protection, we can anonymise pupils' names as pupils 1, 2,3 etc., if the schools keep an internal record.
Where is data stored?	AWS (Amazon Web Servers) GDPR-compliant servers in the U. S https://aws.amazon.com/compliance/gdpr-center/
Is data transferred out of the UK/EEA?	Yes. We have Data Transfer agreements and Standard Contractual Clauses in place for this. Please see https://www.readingsolutionsuk.co.uk/dta-sccs/
Do you have Standard Contractual Clauses in place?	Yes. Please see https://www.readingsolutionsuk.co.uk/dta-sccs/
What data is collected (Contact & Personal)	<ul style="list-style-type: none"> • Identity Data. For customer contacts, we collect the following; first name, surname, job role, title and employer's name. • Contact Data. We collect the following contact data: <ul style="list-style-type: none"> • An email address for all customer contacts. This will be your professional email address (if you do not have one, a personal email address can be provided). • School email address • The business manager's email address for payment details. (if different from above) • School Telephone Number • Personal telephone number, if provided • School Postal Address • School Website address • Other data. We collect the following data to assess your needs when contacting us: <ul style="list-style-type: none"> • School enrollment • Year Range/ Key Stage Range* • Lead Source • Ofsted Rating • Type of pupils you wish to target (SEN, EAL, FSM) * <p>*Optional</p>
How long is data held for?	Data is held for the length of the contract only. Upon expiry and no renewal, data is automatically removed.
What is the lawful basis for processing?	<p>We will only use your data when the law allows us to. Most commonly, we will use your data in the following circumstances:</p> <ul style="list-style-type: none"> • Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests • Where we need to comply with a legal obligation
Do you obtain special category data?	We do not ask for this. However, the school can provide this or input with this into the software. Adding this information to the software allows us to process it.





FAQ	Answer
Can I anonymise my data or use Pseudonyms?	Yes.
How do you ensure secure transaction of data?	We use a Secure File Transfer Platform called Egnyte to obtain your information data is also encrypted when transferred out of the UK/EEA.
Do you have a Privacy Policy?	Yes. Please see https://www.readingsolutionsuk.co.uk/privacy-policy/ You may also find the U.S. privacy Policy useful too: https://www.readingplus.co.uk/privacy-policy/
How is my data backed up?	Reading Plus stores data for our application(s) on our production database cluster. This cluster is an AWS RDS Aurora MySQL cluster composed of one read/write node and one read-only node. The AWS RDS service performs automatic backups through snapshots(docs). Those automatic backups are performed once a day and are retained for 7 days. AWS encrypts the snapshots with AES-256 encryption. Only RP Administrators have access to these snapshots. In addition to these daily snapshots Reading Plus also has configured a replication database. The replica database is located in an AWS data in Oregon. This replication is constantly synced with the Production Database in the event of failure. This physical separation of Application Data ensures that our data will stay available in a disaster scenario.
How do you comply with the children's code (Age appropriate design code) ?	We follow the ICO's guidance for the Children's code and work with any customer for any requests for information about the code. https://ico.org.uk/for-organisations/childrens-code-hub/
Are you ICO registered?	Yes. Please see: https://www.readingsolutionsuk.co.uk/wp-content/uploads/2022/06/Registration-Certificate.pdf
How often are policies reviewed and updated?	Policies are reviewed annually and updated when required in line with the latest legislation. They may also be updated should we change any systems we use to process data.
Are stakeholders notified of any changes to policies?	Yes. We notify all stakeholders of any changes via email.
How much control do users have over their data?	Users have complete control of their data and can request removal anytime.
Do you have data sharing agreements in place?	Yes, please see: https://www.readingsolutionsuk.co.uk/gdpr/