

Spalding High School SIMS Parent App

Acceptable Use Policy



Policy

This Policy applies:

- a. wherever access to the Spalding High School SIMS Parent App system interface is provided;
- b. whenever information is accessed through the Spalding High School SIMS Parent App, whether the computer equipment used is owned by Spalding High School or not, and;
- c. to all those who make use of the Spalding High School SIMS Parent App service.

OBJECTIVES OF SPALDING HIGH SCHOOL SIMS PARENT APP ACCEPTABLE USE POLICY

Acceptable use of the Spalding High School SIMS Parent App – all users:

- a. Access to the Spalding High School SIMS Parent App is a privilege, not a right;
- b. Users are responsible for their behaviour, and;
- c. Conditions of use are respected; any breach of the conditions of use may lead to withdrawal of a user's access.

Security

This Policy is intended to minimise security risks. These risks might affect the integrity of Spalding High School's data, the authorised Spalding High School SIMS Parent App user and the individuals to which the Spalding High School SIMS Parent App data pertains.

In particular these risks arise from:

- a. the intentional or unintentional disclosure of login credentials to the Spalding High School SIMS Parent App by authorised users;
- b. the wrongful disclosure of private, sensitive, and confidential information;
- c. exposure of Spalding High School to vicarious liability for information wrongfully disclosed by authorised users.

Data Access

This Policy aims to ensure all relevant aspects of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 are adhered to. This Policy aims to promote best use of the Spalding High School SIMS Parent App to further the communication and freedom of information between Spalding High School and Parents/Carers.

Spalding High School SIMS Parent App Acceptable Policy Rules

Spalding High School SIMS Parent App is provided for use only by persons who are legally responsible for student(s) currently attending the school. Activation of your Spalding High School SIMS Parent App invitation is taken as you having read and agreed to the terms of this policy.

Requests for access to Spalding High School SIMS Parent App must be made to Spalding High School via enquiries@spaldinghigh.lincs.sch.uk. Secondary parental responsibility checks will be carried out to minimise a data breach and the school reserves the right to request additional legal documents to confirm parental/ guardian entitlement.

Personal Use

Information made available through the Spalding High School SIMS Parent App system is confidential and protected by law under the UK GDPR and the Data Protection Act 2018.

To that aim:

- a. Users must not distribute or disclose any information obtained from the Spalding High School SIMS Parent App to any person(s) with the exception of the student to which the information relates or to other adults with parental responsibility;
- b. Users should not attempt to access the Spalding High School SIMS Parent App in any environment where the security of the information contained in the Spalding High School SIMS Parent App may be placed at risk e.g. an internet café or public place.
- c. Users must not transfer information from the Spalding High School SIMS Parent App to any form of portable media, such as pen drives, or by electronic means, such as email, without the express permission of the School.

Password Policy

Parents and carers must assume personal responsibility for their access details. Never use anyone else's access details. You must always keep your individual access details confidential. These access details should never be disclosed to anyone. Access details should never be shared.

Questions, complaints and appeals

Spalding High School SIMS Parent App users should address any concerns and enquiries about the Spalding High School SIMS Parent App to Spalding High School by email: enquiries@spaldinghigh.lincs.sch.uk.

Spalding High School reserves the right to revoke or deny access to the Spalding High School SIMS Parent App of any individual under the following circumstances:

- a. The validity of parental responsibility is questioned;
- b. Court ruling preventing access to child or family members is issued;
- c. Users found to be in breach of the Spalding High School SIMS Parent App Acceptable Use Policy.

If any child protection concerns are raised or disputes occur the school will revoke access for all parties concerned pending investigation.

Please note: Where Spalding High School SIMS Parent App access is not available, Spalding High School will still make information available according to the UK GDPR and Data Protection Act 2018. Users are liable for any potential misuse of the system and/or breach of the UK GDPR and/ or Data Protection Act that may occur as a result of failing to adhere to any of the rules/guidelines listed in this policy.

Frequently asked questions

Question	Action to Take
I can't download the Parent App...	SIMS Parent is accessible online at https://www.sims-parent.co.uk/ This does not require an App to be installed on a phone or tablet and can be accessed via any web browser.
I have not received an email invitation...	If you have not yet received a registration email, please check your SPAM or JUNK folder. Contact enquiries@spaldinghigh.lincs.ch.uk and leave your details so we may check that the email address we have for you is correct and then re-issue an invitation.
My activation code has expired...	Please contact enquiries@spaldinghigh.lincs.sch.uk and we will reinvite you.
I have forgotten my password...	Users that verified their account on registration can reset their password directly through the App. Users who did not verify their account will need to email enquiries@spaldinghigh.lincs.sch.uk .
I have followed the steps listed above and I am unable to gain access...	Contact the school and leave your details so we may investigate the problem. Please leave as much information as possible.