



MATHS CIRCLE LIMITED - TIMES TABLES ROCK STARS

GDPR - COMMONLY ASKED QUESTIONS

	COMMON QUESTIONS	OUR RESPONSE
1.	Please confirm what sufficient guarantees you can give our school that demonstrate your understanding and implementation of your obligation, as a processor, under the new GDPR legislation, including any certifications or externally audited process's.	We are pleased to announce that Maths Circle Ltd is GDPR compliant.
2.	Are you members of the ICO?	Yes, we are. Our ICO registration number is ZA250537.
3.	Do your standard contract terms include the new GDPR mandatory provisions?	<p>Yes. Our terms and conditions have been amended to ensure they contain the mandatory GDPR contractual provisions relating to data sharing between data controllers and data processors.</p> <p>This means that new data sharing agreements or variation agreements with schools are not needed.</p> <p>Please refer to the Schedule of our Terms and Conditions titled "Data Protection with Schools".</p> <p>https://trockstars.com/page/Terms and Conditions</p>
4.	Do your standard contract terms propagate down, within a formal contract, to your sub contract providers involved in the service to our school?	Yes, we do have GDPR compliant terms in place with all our sub-contractor providers who have access to the personal data that we hold from our customers.
5.	Please detail all sub-contractors, included in the provision of your service to our school.	<p>These are detailed in Appendix B to the Schedule of our Terms and Conditions.</p> <p>https://trockstars.com/page/Terms and Conditions</p>
6.	Are you maintaining Data Processing Records? As outlined in Article 30 of GDPR	We are not obliged to do so under GDPR due to the size of our organisation, but we believe it is a matter of good practice to do so.
7.	Do you have a Data Protection Officer?	We are not obliged to do so under GDPR due to the size and type of our organisation, but Nicola Reddy (nicola@trockstars.com) is our team member who deals with all data protection matters.

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8.	Can you confirm our right to have personal data deleted or upon termination of contract at no extra cost?	Confirmed. You have a “right to be forgotten” and can delete all of your personal data by navigating to “ Subscription Details ” – and pressing “ Delete ”. Alternatively, we can delete your personal data for you upon written request. The deletion process may take up to 7 days for all data to delete from our backup systems.
9.	What is your data retention policy?	We will delete users’ personal data where we no longer have a legitimate business need to process or hold it. We may have to retain and use personal information if required to comply with our legal and regulatory obligations, to resolve disputes, and/or to enforce our terms and conditions.
10.	Do you have a data privacy policy and/or fair processing notice which meets GDPR requirements?	Yes, we do. Please refer to: https://trockstars.com/page/privacy
11.	Do your contracts of employment contain confidentiality and gross misconduct clauses, in the context of customer’s data privacy?	Yes, they do.
12.	Do you use cloud storage, and if so, which provider?	Yes, we occasionally use Google Drive and Dropbox for office documents.
13.	Where is data stored and is it secure?	Our data is stored securely on servers based in Germany using Hetzner: https://www.hetzner.com/rechtliches/datenschutz Data is encrypted in transit and at rest and our team uses secure passwords and keys to keep your data safe. We don’t transfer your data outside of the EU. Some of our third party processors (e.g. Dropbox, Google Drive, Eventbrite, Stripe, Shopify and Intercom) store data outside of the EU, but in each case this is strictly pursuant to, and in accordance with, GDPR compliant contractual provisions including, for example, the EU-US Privacy Shield Framework.
14.	What data do you collect and for what purpose?	Please refer to our privacy policy for full details, but in summary we collect: Schools:

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		<ul style="list-style-type: none"> • School's name, address (for billing purposes and account name) • Teachers' names, email addresses (so we can provide you with an account and contact you) • Pupils' names, year groups and maths classes (to administer accounts) <p>Family & Tutor Subscriptions:</p> <ul style="list-style-type: none"> • Address (for billing purposes) • Parents'/Tutors' names and email addresses (so we can provide you with an account and contact you) • Children's names (to administer accounts) <p>Other data is optional to provide e.g. pupils' dates of birth, SEN status etc, for impact reporting purposes, but this is not needed to use and operate the product.</p>
15.	Do you share our data with anyone?	<p>We keep all personal information confidential and do not sell or knowingly divulge user's information to advertisers or any external third parties.</p> <p>We will only disclose your personal information in very limited circumstances, which are set out in our Privacy Policy:</p> <p>https://trockstars.com/page/privacy</p>
16.	Do you hold financial information?	<p>We don't hold any financial information. All credit card payments are handled by Stripe.</p> <p>https://stripe.com/gb</p>
17.	Can we stop getting emails from you?	<p>All users have a right to opt-out of marketing communications at any time. Users can exercise this right by either clicking on the "unsubscribe" or "opt-out" link in any marketing e-mails we send, or by updating their details on the "My Details" page of our website. Alternatively, users can contact us using the contact details provided below.</p>

If you have any questions or concerns about our use of your personal information, or GDPR compliance, please contact us using the following details: support@trockstars.com.