



Parent App (SIMS Parent App) Usage Policy

The SIMS Parent App, 'Parent App', is a mobile device App/website that enables you to view your child's attendance, achievement and behaviour in real time. To gain access to the Parent App, please read the policy below, and complete the digital form available at <https://connected.nestonhigh.com/parent>. A hard copy is also available from the admin office should you not have access to the Internet.

Acceptable Use Policy

This policy applies whenever information is accessed through the Parent App, whether the computer equipment used is owned by Neston High School or not. The policy applies to all who make use of the Parent App service.

This policy is intended to minimise security risks. These risks affect the integrity of Neston High School's data, the authorised Parent App user, and the individual(s) to which the Parent App data pertains. In particular:

- The intentional or unintentional disclosure of login details to the Parent App system by authorised users
- The wrongful disclosure of private, sensitive, and confidential information

Data Access

This policy aims to promote best use of the Parent App system to further the communication and freedom of information between Neston High School and Parents / Carers. This policy aims to ensure that all relevant aspects of the General Data Protection Regulations 2018 (GDPR) are adhered to. Authorised Users Information made available through the Parent App system is confidential and protected by GDPR law. To that aim:

- Users must not distribute or disclose any information obtained from the Parent App system to any person(s) with the exception of the pupil to which the information relates or to other adults with parental responsibility for the pupil.
- Users should not attempt to access the Parent App system in any environment where the security of the information contained in the Parent App system may be placed at risk e.g. a Library, Cybercafé, etc.
- Users should log off correctly whenever they leave a device unattended, even for a short while, as this may allow an unauthorised user access to personal details.

Neston High School reserves the right to revoke or deny access to the Parent App system for any individual under the following circumstances:

- When valid parental responsibility is questioned
- When a court ruling preventing access to child or family members is issued
- When users are found to be in breach of the Parent App usage policy
- When a pupil leaves the school roll
- If any child protection concerns are raised or disputes occur (in this instance, Neston High School will revoke access from all parties concerned pending investigation)

You are personally responsible for your username and password. Usernames and passwords used to gain access to the Parent App should never be disclosed to anyone – not even a spouse or anyone with parental responsibilities. Each person who is eligible to have access to the data contained within the Parent app can have, and **must use**, their own username and password. Never use anyone else's username or password. Should you suspect that your username/password has been compromised, you should change your password immediately with your login provider and notify IT Services (itservices@nestonhigh.com 0151 336 3902)

Parent App users are liable for any potential misuse of the system and/or breach of the GDPR laws that may occur as a result of failing to adhere to any of the rules/guidelines listed in this policy.

Provisioning of Parent App Users

A request for Access to the Parent App system must be made to Neston High School using the link below, or by filling in hard copy of the form available from the Admin office.

Provisioning of users will only be actioned for persons who are legally responsible for pupil(s) currently attending the school. Access is granted only on condition that the individual formally agrees to the terms of this Policy.

The authorising member of school staff must confirm that there is a legitimate entitlement to access information for pupils the names of whom must be stated on the completed form. Details supplied will be cross checked with details already on file. If there are any issues, we will contact you to discuss these. A copy of the form will be held by the school for audit purposes.

Please note where access is not available due to technical reasons, Neston High School will still make information available according to the General Data Protection Regulations.

Questions, Complaints and Appeals

Parent Apps users should address any complaints about the Parent App system to Neston High School by email: admin@nestonhigh.com or telephone 0151 336 3902

I request you enable me to access Neston High Schools Parent App. I confirm that I have read and agree to abide by Neston High Schools Parent App Usage Policy.

Please complete the below. If you have more than 1 child at Neston High School you only need to give details of 1 (one) child that you have parental responsibility for. You will be granted access to ALL students whom you have parental responsibility for.

Parent/Carer Seeking Access: ___

Student: ___

Year Group: ___

House: ___

Date of Birth: ____

Parent/Carer Email Address (**Must match the one already on file**): ___

Confirm email address: ___

TICK BOX I confirm that I have parental responsibility for the named student that attends Neston High School and I agree that checks will be performed on data already held by the School to validate such.

TICK BOX I confirm that I have read, understand, and agree the Neston High School Parent App (Sims Parent App) Usage Policy