

SIMS Agora Privacy Statement

We take care to protect the privacy of customers and users of Capita websites. Set out below is an explanation of how we process information about visitors to the site.

SIMS Agora

SIMS Agora provides a cost-effective, secure and easy way for schools to collect parent payments and sell school items online. With SIMS Agora, schools can benefit from reduced administration, faster payments and improved security and safeguarding

What information is transferred?

SIMS Agora depends on data that is held within the SIMS system. For example, student data is displayed within SIMS Agora to contextualise the applications' functionality (e.g. forename, surname, and student / parent relationships). Selected information is transferred to SIMS Agora periodically, via client services over a secure channel. The client (school-side) services access using client credentials to uniquely identify the client / school, and authorise at the server.

The data is required to allow the school to invite Parents/Guardians to join Agora so that they are able to pay for any school items made available by the school. Financial data is entered by the Parent/Guardian to initiate payment and is used wholly for this purpose.

Item	Data Fields
Student data	Forename, Surname, salted and hashed Date of Birth, Discriminator and Enrolment Status
Contacts (Parental Responsibility)	Title, Forename, Surname, Email Addresses, and Addresses
User bank account (parent and School)	Friendly Name, encrypted Sort Code, encrypted Account Number, and BACS references
BACS, PayPoint and Post Office	BACS reference, encrypted Sort Code, encrypted Partial Account Number, Partial Card Number and Card Holder Name.

Where the data is stored?

SIMS Agora service is delivered utilising the Microsoft's Azure Platform located in North Europe (Ireland) and West Europe (Netherlands) and data is stored and processed securely within this hosting environment platform.

Microsoft Azure is available under the latest version of the G-Cloud Framework (v6) and has accreditation from the UK Government Pan Government Accreditor to store and process OFFICIAL level data, which includes personal information and data that falls under the protection of the Data Protection Act (1998).

Further details of how Capita manages its hosted services in relation to the Data Protection Act can be found by following the link below:

<https://www.gov.uk/government/publications/cloud-software-services-and-the-data-protection-act>

Technical hosting and management for SIMS Agora is undertaken fully by Capita on behalf of the establishment, including the provision of all hardware, software, operating systems, host network infrastructure, maintenance operations, upgrades and background supporting processes. Application security is 256bit Secure Socket Layer (SSL), point-to-point encryption.

Where the data is processed

The SIMS Agora application is hosted on a secure and highly scalable managed service, with the main system hosting provided by Microsoft Azure® UK, which is reliable and resilient. Microsoft Windows Azure has G-Cloud Impact Level 2 (IL2) from the Cabinet Office for use across the UK Public Sector. All data is securely stored and processed within the EU and complies with UK data protection standards and requirements.

Any Third Party processing of the data?

Capita Oldham manage the instruction from the parent/guardian to take funds from a requested account and pass the monies on to the school.

Payment security

- Payment Card Industry Data Security Standard (PCI DSS) Level 1 certified.
- Highest levels of card security & 3D secure compliant fraud protection measures.
- Capita is certified under PCI DSS1 as a Service Provider. Our compliance with PCI DSS is certified by Trustwave.
- The Agora online payment system does not store any card data such as card number, expiry date, issue number and CSC/CVV2 number. No users can access any of this data.
- Payment processing is hosted in Capita's own Data Centre – one of the first in Europe to achieve PCI DSS Level 1 'hosting provider' certification.
- Capita is a participating organisation within the PCI Security Standards Council.
- The payment application is compliant with Payment Application Best Practices (PABP).
- Payments are classed as 'secure' and therefore qualify for reduced card processing rates.
- Card details securely encrypted in line with PCI DSS standards.
- Capita is pre-accredited to APACS (UK trade association for payments) standards.

Capita Oldham are fully accredited as a service provider under the Payment Card Industry Data Security Standard PCI DSS: Level 1 'hosting provider' certification.

Cookies Policy

SIMS Agora uses a small number of cookies to provide the features in the web site and to help us improve its performance.

SIMS Agora operates an "implied consent" policy which means that it is assumed you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete the cookies having visited the site, or you should browse the site using your browser's anonymous usage setting: called "Incognito" in Chrome, "InPrivate" in Internet Explorer and "Private Browsing" in Firefox and Safari.

If you do not know what cookies are, or how to control or delete them, then we recommend you visit <http://www.aboutcookies.org> for detailed guidance.

The list below describe the cookies we use on this site and what we use them for:

Cookie Name	Purpose
_ga	Google analytics tracking
_gat	Google analytics throttling
ASP.NET_SessionId	Used to identify a user's session
FedAuth	Used to track the current signed in Microsoft Account
__RequestVerificationToken_Lw__	Cross site request forgery prevention
capitaSimsAgoraLoginRedirection	Identifies an new administrator being registered
cookies-consented	Used to confirm that the user has consented to cookies

To opt out of being tracked by Google Analytics across all websites visit <https://tools.google.com/dlpage/gaoptout>

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 04/01/2016