SIMS InTouch Privacy Statement

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

SIMS InTouch

Schools send hundreds of communications every week. With SIMS InTouch schools can streamline communications, meaning less phone calls to make and fewer printed letters being sent home to parents. All of this can save schools time and money. Because SIMS InTouch is fully embedded within SIMS School Staff do not need to leave the system, so sending messages is quick and easy.

SIMS InTouch enables the sending of messages between the school and any person recorded in the School's SIMS system, e.g. members of staff, parents, contacts, etc. This functionality provides for a better flow of information between your school and any of its contacts in an efficient manner.

The messaging facility provided by SIMS InTouch currently enables communication via the following methods:

- SIMS internal messaging system
- Email
- Short Message Service (SMS).

Due to the sensitive nature of some of the information that can be sent via SIMS InTouch, The below advice is provided to all customers as part of every release note and instruction manual to ensure school's give the appropriate careful consideration prior to sending a message.

You should be mindful of your school's responsibilities with respect to information security. It is your school's responsibility to ensure that:

- Fair processing notices inform parent/carers that email will be used to communicate important information.
- Email addresses recorded in SIMS are accurate and up-to-date
- Court orders are recorded promptly and accurately to ensure that barred contacts do not receive emails about a child.
- Email addresses are not entered 'on the fly' when selecting the recipients of a message, to reduce the risk of a message being sent to the wrong person.
- sensitive information is not sent out insecurely

What Data is processed by SIMS InTouch?

InTouch enables messages to be sent from various areas of SIMS allowing for data to be automatically included in the body of the message and therefore stored within the CCS data centre. Messages that relate to a specific pupil/student and are sent by SIMS users. Each of the below message types may contain any data recorded by the school relevant to the subject of the message:

Message Type	Accessible Via Menu Route in SIMS
Behaviour Message	Focus | Behaviour Management | Pupil (or Student) Behaviour
Exclusion Message	Focus | Pupil (or Student) | Exclusions
Bill Payer Message	Focus | Fees Billing | Send Message *NOTE: A Bill Payer message can be sent only if the Fees licence has been applied.*
Applicant General Message	Focus | Admission | Application Focus | Pupil (or Student) | Special Educational Needs Focus | Pupil (or Student) | Pupil (or Student) Details | Fees Details
Pupil/Student General Message	Focus | Pupil (or Student) | Send Pupil (or Student) Message and Focus | Pupil

Message Type	Accessible Via Menu Route in SIMS
	(or Student) | Pupil (or Student) Details (Links panel)
General Message	Focus | InTouch | Send Message
SEN Message	Focus | Pupil (or Student) | Special Educational Needs
SEN Reminder Message	On the SIMS Home Page, click a SEN reminder in the My Reminders panel.
Class Register Message	Focus | Attendance (or Lesson Monitor) | Take Register
Fees Communication Message	Focus | Pupil (or Student) | Pupil (or Student) Details (Links panel) *NOTE: A Fees Communication message can be sent only if the Fees licence has been applied.*
SEN Reminder, Detention and Pupil/Student General messages can also be sent from the Timeline panel on the Pupil (or Student) Teacher View.	

Messages that do not relate to a specific student can be sent by the school. For example, a school can send a communication requesting a reason from a parent for a student's absence following the recording of an unexplained absence. The parent response can be recorded and saved against the student's attendance record. In addition to the original communication, the response will be held within the CCS data centre.

Message Type	Purpose
Individual Assessment Report Message	Sends a message to pupil/students, InTouch contact, etc. that includes as an attachment an individual report produced by SIMS Assessment.
Missing Marksheets Alert Message	Sends a message to members of staff, reminding them that they have not yet completed the entering of results in an Assessment marksheet.
Attendance Letter Message	Sends a message to a parent/guardian that includes as an attachment their child's attendance letter.
Exceptional Circumstance Message	Sends a message to a parent/guardian, pupil/student, etc. informing them of an exceptional circumstance at your school, e.g. a school closure.
Late Notification Message	Sends a message to a pupil/student's InTouch contacts or key members of staff, enquiring why the pupil/student was late for a lesson.
Percentage Attendance Message	Sends a message to parental contacts and other interested contacts regarding a pupil/student's school attendance.
Unexplained Absence Message	Sends a message to a parent/guardian, explaining that their pupil/student has an unexplained absence. They are asked to provide a reason for the pupil/student's absence.
Achievement Award Message	Sends a message to a parent/guardian, explaining that their pupil/student has been given an achievement award.
Behaviour Incident Alert Message	Sends a message to parental contacts and other interested contacts when a pupil/student has accumulated a specified number of behaviour points.
Behaviour Incident Message	Sends a message to a parent/guardian, explaining that their pupil/student has been involved in a behaviour incident.

Message Type	Purpose
Detention Message	Sends a message to a parent/guardian, informing them that their child has been given a detention.
Cover Slip Message	Sends a message to a member of staff, informing them that they have been assigned Cover.
Dinner Money Letter Message	Sends a message to a pupil/student's InTouch contacts or key members of staff, including as an attachment the selected Dinner Money report.
Exam Reminder Message	Sends a message to internal exam candidates, reminding them of a forthcoming examination.
Exam Results Message	Sends a message to exam candidates, InTouch contact, etc. that includes as an attachment their exam results.
Pupil/Student Exam Timetable Message	Sends a message to exam candidates that includes as an attachment their exam timetable.
Not Approved Pupil/Student Profile Message	Sends a message to a class teacher, informing them that a section of a pupil/student profile has not yet been approved and that the profile needs to be revised.
Pupil/Student Profile Message	Once a pupil/student profile has been generated, a message is sent to class teachers, parents, pupil/students, etc. informing them that the pupil/student report is available.
School Event Message	Sends a message to all interested parties regarding a school event recorded in the School Diary.
Staff Training Day Message	Sends a message to all interested parties regarding a staff training day recorded in the School Diary.
Pupil/Student Timetable Message	Sends a message to a parent/guardian, pupil/student, etc. that includes as an attachment the pupil/student's timetable.
Staff Timetable Message	Sends a message to a member of staff that includes as an attachment their timetable.
Missing Register	Sends a message to a class teacher, informing them that the register has not yet been taken.

Where the data is stored

Messages are stored locally within the SIMS database and a copy is stored within the Capita SIMS data centre

Where the data is processed?

Any Third Party processing of the data?

SIMS InTouch provides a web portal for exceptional circumstances such as a snow day where a member of staff is unable to access SIMS and therefore InTouch.

Cookies policy

The "web portal" in SIMS InTouch system is an internal use only set of pages to enable a school admin / head teacher to send emergency messages out to parents – such as school closure due to snow. Therefore, a cookie statement for the general public is not required as they never see it.

Changes to this privacy notice
We keep our privacy notice under regular review. This privacy notice was last updated on 29/07/2016