

# IDL Data Flow Map



**1**

School staff, teachers, parents, guardians, or intended primary users aged 18+ reach out to IDL to enquire about our services.

IDL reaches out school staff, teachers, parents, guardians, or intended primary users aged 18+ via publicly accessible information contained on a PECR compliant marketing list.

**2**

School staff, teachers, parents, guardians, or intended primary users aged 18+ provide their relevant contact details, school details, and their role within the school. This can include first names, last names, job titles, and address (of the school or home user) all directly from and relating to, school staff, teachers, parents, guardians, or intended primary users aged 18+.

**3**

Administrators trial IDL software with learners using our online systems. Admins can give a contact name to their site manager(s) for them to input into the software for their registration. This name can be changed manually by each admin in the software. Learners will need to give their first name, last name, DOB, and gender to their admin to input to complete their registration. This data can be anonymised manually, apart from the DOB which is needed to provide relevant feedback.

**4**

Administrators continue to buy an IDL license(s) to use on their school or personal devices. The software is available via Google, Apple, or a web browser. Admins can give a contact name to their site manager(s) for them to input into the software for their registration. This name can be changed manually by each admin in the software. Learners will need to give their first name, last name, DOB, and gender to their admin to input to complete their registration. This data can be anonymised manually, apart from the DOB which is needed to provide relevant feedback.

**5**

Learner(s) use IDL software: entering responses to the presented questions and tracking their progress on the application.

**6**

Admins can monitor learner progress through the IDL platform. Learner progress is compared against the expected results for their age group or previous tests the individual has undertaken. This data is collected internally and not shared.

**7**

Transition feature: If you are a student on the IDL software and you move from a centre to a centre, who both use IDL, you can transition your learner profile and progression to your new institution.

**8**

Our algorithm records nature of questions and the accuracy of answers and provides results and feedback.

## What happens if you leave IDL?

**9**

Generic customer data, relating to a first name, last name, correspondence between us and you, contact email, contact number of the primary contact will be retained on our customer relationship management resource for ease of re-onboarding in the event that a customer returns to use IDL in future. This data can be deleted upon request by the individual contact.

**10**

Any and all data will be deleted in accordance with the relevant administrator's express request, otherwise, if we have received your request of cancellation and your license renewal date is yet to fall, your data will be kept until that date. Your data will then be placed on a 30-day backup period following that time, and then permanently deleted. If you cancel during which time, you have an invoice outstanding, your data will be deleted but will still have a 30-day backup retention period, and then permanently deleted - unless expressly stated otherwise.

### Students and staff

School staff, teachers, parents, guardians, or intended primary users aged 18+ - helping and supporting learners alongside managing and reporting on their progress

Students/learners/pupils: Those using the programme to identify, learn, and improve upon areas of weakness

### Extra Information

All personal data is processed within the territory within which the school or direct user is based and the UK. All customers and users are obligated to comply with our EULA to ensure that our data protection requirements are met, this is for your safety.

