



Preamble

Poppenbüttel Primary School makes IServ available to its staff and parents/guardians (hereinafter: users) as a communication and exchange platform. IServ is used exclusively for school communication and enables all users to store and exchange school-related data. All users undertake to respect the rights of other persons.

Utilisation options

The school decides which IServ modules are to be activated for internal school use. The school informs users in general terms which modules are activated.

Rules of behaviour

Each user receives a user account. The user account must be secured with an unguessable password of at least eight characters (upper/lower case letters, numbers and special characters). It is forbidden to share the password with other users. The data entered in the shared address book is visible to all users. It is therefore advisable to disclose as little personal data as possible. All users are obliged to respect the filters and blocks in place and not to circumvent them. Users undertake to comply with the statutory provisions of the Criminal Code, the Protection of Young Persons Act and the Copyright Act. Anyone who uploads files to IServ, sends them via IServ or uses them does so at their own risk. The school accepts no responsibility for the content and type of data stored. Users are responsible for securing data stored on IServ against loss. Calling up and saving content that is harmful to minors and other criminally relevant content on the school server is prohibited, as is the saving of URLs (web pages) or links to websites that are harmful to minors or websites with criminally relevant content. The installation or use of third-party software by users is not permitted and may only be carried out by the administrators. The IServ system creates log files (protocols) that can be analysed in justified cases (legal violations) by persons designated by the school management.

Data protection information in accordance with Art. 13 DS-GVO

At Poppenbüttel Primary School, teachers and parents/guardians use IServ as a work and communication platform. To make this possible, personal user data is also processed by the school and IServ GmbH. We would like to provide you with all the important information about this. This information on the processing of personal data in connection with the use of IServ applies to all school users of IServ.

Who is responsible for processing my data and who can I contact about data protection?

Poppenbüttel Primary School, Schulbergredder 21, 22399 Hamburg – Dorian Wüsten (Data Protection Officer) – dorian.wuesten@grup-hh.de

Where does my data come from and what data is processed?

- Registration data is created for each user by the school.

- The assignment to groups and the associated roles and rights is based on information from the school administration. Some of the data there was entered when registering at the school.
- Further data is generated when IServ is used in lessons and during the preparation and follow-up of lessons.
- Data entered by the user (e.g. contact details, nickname, birthday) and settings made (e.g. notifications, visibility of personal information)
- User data (e.g. login name, password, group membership, authorisations)
- Content and communication data generated and set by the user (e.g. documents, audio recordings, messages and comments, forum posts, answers to surveys and course selections)
- Technical usage data (e.g. files created, creation date, versions, error messages, last login, IP address, browser)

What is my data used for (purpose of processing) and on what basis (legal basis) is this done?

- Organisation, implementation, preparation and follow-up of lessons
- communication
- Management of user rights and roles according to function (student/teacher) and membership of classes and groups
- Technical provision of services required for the administration and use of IServ
- Security and functionality of these services
- The processing of all data is based on the consent (§5 (2) HmbDSG) of the data subjects.

Will my data be passed on and who has access to my data?

Depending on the IServ configuration selected, services or service modules offered by IServ GmbH are used by the school, such as the remote maintenance module.

Processors - as instructed by the school management

- Employees contracted by the school/school authority/contracted service provider Arktis IT for the administration and/or maintenance of the school's IServ server
- Employees of IServ GmbH for support and remote maintenance - only on instruction of the school
- Employees of IServ GmbH for the provision and operation of an IServ Cloud instance - only on the instruction of the school

Within the school, access to data in connection with the use of IServ is regulated by the rights and roles concept.

- School management - all data of all persons only in justified cases of suspicion of a criminal offence or in the event of an obvious breach of the user agreement and after prior information of the users and in the presence of witnesses - dual control principle),
- School administrator - all data of all persons (on the instructions of the school management)
- Teachers - own data and data of pupils and teachers according to their function and authorisations by the persons themselves

Persons from outside the school only have access to data if authorised by law

- Parents and (former) pupils (right of access Art. 15 GDPR)
- Investigating authorities in the event of a criminal offence

Persons from outside the school receive access to data if the corresponding services are activated for the user

- In the case of email communication with recipients outside the school, they receive access to the identity of the sender and the content of the emails

Will my data be transferred to a third country or an international organisation?

No. Our provider's servers are located in Germany.

Does automated decision-making take place?

No, the IServ services do not use algorithms to make decisions about users at school. No profiles of pupils or teachers are created from the data processed in these services.

How long will my data be stored?

The user data of pupils and teachers is stored for as long as they use

- use IServ,
- are students or teachers at the school,
- have not withdrawn their consent to the processing of their data

(the first applicable applies in each case)

- After termination of the use of IServ, leaving the school or the end of the service at the school or objection to the processing, the user's data will be deleted from IServ by the school within six weeks. Deleted user accounts are stored by the server for another 90 days for security reasons and then automatically deleted from the server for good.
- Lesson data is deleted at the end of the school year. User content remains unaffected. Data in connection with an e-portfolio is stored for the entire duration of the school year.
- Data in connection with the creation of user accounts for the use of IServ, which are available in the school administration, are stored for 5 years (outside of IServ) in accordance with VO-DV I §9 or VO-DV II §9.
- Users have the option of deleting content and entries they have created themselves at any time under Personal data and Address book.
- Log files in connection with the use of IServ by individual users are automatically deleted by the server after 6 months.
- The data of deleted users will be blocked until their final deletion.

What rights do I have vis-à-vis the school?

You have a right of access to your personal data vis-à-vis the school, as well as a right to rectification, erasure or restriction, a right to object to processing and a right to data portability.

Right to lodge a complaint with the supervisory authority

You also have the right to lodge a complaint with the data protection supervisory authority, the Hamburg State Commissioner for Data Protection and Freedom of Information.

How can I withdraw my consent to data processing?

To revoke your consent to the processing of personal data in connection with the use of IServ, an informal revocation to the school management is sufficient. This can be done in writing, by e-mail or verbally. However, to prevent misuse, verbal revocation is only possible in person and not by telephone.

Where can I find further information on data protection and IServ?

Further information can be found at <https://iserv.eu/doc/privacy/notes/>

Important note - voluntary nature

We would like to point out that the use of the school IServ is voluntary. Acceptance of the user agreements and consent to the processing of the personal data required to use the school IServ is voluntary. However, use always requires acceptance of the user

agreement for the school IServ and consent to the processing of the data subject's personal data in this regard.

Please note - these pages remain with the user so that it is possible to check at any time what the user agreements are, what processing of personal data has been consented to and how the data subject can assert their rights against the school as the responsible body.

Communication

E-Mail

If the school provides users with a personal e-mail account, this may only be used for school communication (internal use). The school is therefore not a provider of telecommunications within the meaning of § 3 No. 6 of the Telecommunications Act. Users therefore have no legal claim against the school to the protection of communication data on the network. The school is authorised to take note of the contents of e-mails in the event of concrete suspicions of improper or criminally relevant use of the e-mail service. The users concerned will be informed immediately.

Messenger

If the school provides a messenger function, the same rules apply as for e-mail use.

Forum

If the school provides a forum function, the same rules apply as for e-mail use. In addition, the moderators of the forums are authorised to delete inappropriate posts. Users undertake to respect the rights of others in forums, chats and e-mails sent from IServ. Mass e-mails, joke e-mails or similar are not permitted. The school e-mail address may not be used for private purposes to register for Internet services of any kind. This applies in particular to all social networks such as Facebook. Calendar entries for groups are entered to the best of our knowledge and are not manipulated.

Administrators

Administrators have more extensive rights, but do not use them to gain access to personal accounts or personal data. If a user forgets their password, they are obliged to immediately change the new password assigned by an administrator the next time they log in. Only the user themselves may request a new password for themselves personally from an administrator. Chat logs can only be read by administrators if an offence has been reported by clicking on the corresponding button.

Moderators

Moderators can be appointed for the group forums, who can also delete forum posts. Moderators may only moderate in the forum entrusted to them.

Offences

In the event of offences against the rules of use, the account can be blocked. This means that the use of school computers and the use of IServ on school and private devices is no longer possible until the situation has been clarified.

Parent accounts

If the parent registration module is used, this will only take place if the parents consent to their data being processed and have registered using a code provided by the school. A parent account can only be permanently linked to a student account. The school is responsible for the authorisations of a parent account.