

Privacy statement

2.1 01/03/2019

Cornerstones Education Ltd is committed to protecting your privacy and is the sole user of the information collected on this website.

Information is collected and processed in accordance with the GDPR, and this privacy statement explains what personal data we collect through our interactions with you, and how we use that data.

This statement applies to all who visit our websites, and customers that use our services and products.

Note

If you are using Cornerstones Education Ltd products:

- purchased by an organisation, you are affiliated with (such as a school or local authority);
- using an email address provided by an organisation you are affiliated with;
- the owner of the domain (e.g. the school or local authority) associated with your email address may:
- control and administer your Cornerstones Online services account and access and process your data, including the contents of your communications and files.

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Downloads

Download a copy of this [Privacy Statement here](#).

Download a copy of our [ISO 27001:2013 certificate here](#).

Download our [GDPR statement here](#).

Our [terms and conditions](#) also make reference to what happens to your data (Section 15), and what your responsibilities are as part of your contract with us (Section 12).

What information do we collect?

We collect information to ensure that you have efficient service and access to our products.

Some of this data is provided by you directly, such as when you register to receive free samples, contact our office with an enquiry, place an order online for one of our products or services, or register for Cornerstones Online.

Information is also gathered by recording how you interact with our websites, through the use of cookies, error reports and usage data from your browser or software running your device including LockLizard.

This data does not include any special categories of information.

We also collect information about your school either from you directly or through publicly available sources such as open government databases, your school website or other data in the public domain.

If you use our online assessment tracking system, we collect information about your pupils. This information is always obtained directly from yourself and never through any third party.

This information may include, at your discretion, special categories of data, e.g. race, ethnic origin and health information.

The data we collect depends on the context of your interactions with Cornerstones Education Ltd, the products and services you use and the choices you make, including your privacy settings. Data we collect can include the following:

Name and contact data – We collect your first name, last name, email address, skype address if shared and contact number.

School contact data – We collect the address, phone number, email address and DFE number.

Payment data – Payment instrument number (such as credit card number), security code (associated with your payment instrument number).

Device and usage data

Product use data – We collect data about what you download; this includes all documents on Cornerstones Online

Device, connectivity and configuration data – We collect data about your device and the network you use to connect to our products. It includes data about the browser you are using to access our products and the time, date and IP address you are accessing materials from.

Error reports and performance data – We collect data about the performance of our websites and any problems you experience with them. This data helps us diagnose problems and improve our services.

Favourites – We collect data about your favourite projects. This allows you to quickly access them when you log in.

We also collect information you provide to us and the content of messages you send to us, such as feedback, questions and information you provide for customer support. When you contact us via phone, all conversations with Cornerstones Education Ltd are monitored and recorded for security and training purposes. These recordings are kept for 6 months on a secure server based in our South Yorkshire office.

We protect data obtained according to the practices described in this statement, plus any additional restrictions imposed by the source of the data.

How do we use your information?

- Cornerstones Education Ltd uses the data we collect for:
- Processing your order.
- Providing you with access to the products and services you have purchased.
- Customer support.
- Keeping you updated with any important information.
- Emailing you with information about other products and services that we think may be of interest to you.
- Improving our products and services.

We use your data to provide and improve the products and services that we offer and perform essential business operations. This includes using Cornerstones Online, maintaining and improving the performance of our products, developing new features, conducting research and providing customer support. Examples of such include:

Processing your order and providing you with access to the products and services you have purchased – We use data to carry out your transactions, provide you with an account for our Online Platform and to provide a valid licence to access your materials.

Customer support – We use data to diagnose and resolve problems and to provide guidance and support for schools using our materials.

Keeping you updated with any important information – We use the data we collect to communicate with you. We may contact you by phone, email or other means to inform you that your subscription is due to expire, update you with any information regarding an open support query, notify you of any changes to our platform, or to tell you of any action you need to take regarding your Cornerstones Online account.

Emailing you with information about other products and services that we think may be of interest to you – With your explicit permission, we would use your data to send you information from time to time that we think may be of interest to you.

Improving our products and services – We analyse any data that we collect regarding the performance of our systems that will enable us to operate, protect and make informed decisions about future products and service, security of data and improvement of current service.

Cornerstones does not own, control or direct the use of any of personal data stored. Your information is stored on EU servers, and any pupil information is held in data centres in the UK.

Cornerstones will only process data with consent from the customer for a specified purpose, e.g. contractual support. At the end of the support call, access will be restricted once more. This information is only processed by our staff. Cornerstones employees receive regular security training and screening.

Personally Identifiable Information

Cornerstones will not share any personally identifiable information with any other organisation or 3rd party.

Non-Personally Identifiable Information

Cornerstones may share non-personally identifiable information (such as website usage data, number of clicks and browser types) with interested third parties to help us understand the usage patterns and improve our services.

How to access and control your personal data

You have the right to view, amend and delete your personal data online for all Cornerstones Education Ltd products and services.

If you have an account on this site or have submitted any information, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us.

You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Your [Cornerstones Online account](#) allows you to view your personal data online. You will be able to view your names, username, email address, position in school, avatar and any password reset requests.

To make a change to your information, request that your information is erased, or to request all or part of the information that we hold about you ([Subject Access Request](#)), you can contact dataprotection@cornerstoneseducation.co.uk.

Please note that any changes will be reflected in active user databases within 30 days of receiving your request.

We may retain all information you submit for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

How long do we keep your information for?

We only retain the personal data collected from a user for as long as the user's account is active, or as long as we need it to fulfil the purposes for which we have initially collected it unless otherwise required by law.

Following termination of your contract, your information will be deleted from our systems after 6 months.

We may retain all information you submit for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

Analytics, Cookies and Embedded content from other websites

Cookies

Cornerstones Education Ltd uses cookies (small text files placed on your device) and similar technologies to provide online services and to help collect data. Cookies allow us, among other things, to store your preferences and settings; enable you to sign-in; provide interest-based advertising; combat fraud; and, analyse how our websites and online services are performing.

Some of the cookies we commonly use are listed below. This list is not exhaustive, but it is intended to illustrate the main reasons we typically set cookies. If you visit one of our websites, the site may set some or all of the following cookies:

_ga, _gat_gtag_xxx, _gid – Used for Google analytics tracking.

wordpress_logged_in_xxx, wordpress_sec_xxx – Used for login functionality

woocommerce_cart_hash, woocommerce_items_in_cart – Used to store the user's basket on the shop

zabUserId, zabVisitID, ZabHMBucket – Used by Zoho Pagesense to collect information about how visitors use our website

_fbp – Used by Facebook to deliver our advertising to people who have already visited our website

In addition to the cookies we set when you visit our websites, third parties may also set cookies when you visit our sites. In some cases, that is because we have hired the third party to provide services on our behalf, such as site analytics.

Most web browsers automatically accept cookies but provide controls that allow you to block or delete them. For example, in Google Chrome, you can block or delete cookies by [clicking Settings > Privacy and Security](#). Instructions for blocking or deleting cookies in other browsers may be available in each browser's privacy or help documentation.

Certain features of Cornerstones Online depends on cookies. Please be aware that if you choose to block cookies, you may not be able to sign in or use those features, and preferences that are dependent on cookies may be lost. If you choose to delete cookies, settings and preferences controlled by those cookies will be deleted and may need to be recreated.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.



Our Use of Web Beacons and Analytics Services

Cornerstones Education Ltd web pages may contain electronic images known as web beacons (also called single-pixel gifs) that we use to help deliver cookies on our websites and to count users who have visited our websites. We also include web beacons in our promotional email messages or newsletters to determine whether you open and act on them.

In addition to placing web beacons on our own websites, we sometimes work with other companies to place our web beacons on their websites or in their advertisements. This helps us develop statistics on how often clicking on an advertisement on a website results in a purchase or other action on the advertiser's website.

Web beacons or similar technologies from third-party analytics providers, help us compile aggregated statistics about the effectiveness of our promotional campaigns or other operations. These technologies enable the analytics providers to set or read their own cookies or other identifiers on your device, through which they can collect information about your online activities across applications, websites or other products.

However, we prohibit these analytics providers from using web beacons on our sites to collect or access information that directly identifies you (such as your name or email address). You can opt out of data collection or use by some of these analytics providers by clicking the following links:

Google Analytics: tools.google.com/dlpage/gaoptout (requires you to install a browser add-on)