Privacy Statement for Maths-Whizz Students

In this Privacy Statement, when we say "Maths-Whizz", we also mean "Math-Whizz" (the name used in North America) or a translated version of Maths-Whizz used in some countries.

Introduction

Hello!

Since you are using Maths-Whizz, Whizz Education has some information about you. We want to explain

- what information we have about you,
- why we need it,
- how we keep it safe and
- what choices and rights you (and your parents or guardians) have.

The information we hold about you is called **Personal Data.** That means information that could be used to recognize you.

What Personal Data do we have about you?

We may know:

1. Your Name
2. Your Date of Birth
3. Whether you are a boy, a girl or how you describe yourself.

If your parent or guardian bought Maths-Whizz, we may know their name. If your school bought Maths-Whizz, we may also know

1. your class or group
2. your teacher's name
3. your parent's or guardian's contact details.

We also record

- when you use Maths-Whizz,
- which Maths-Whizz lessons and exercises you do
- how you score in those exercises, and
- sometimes your results in other maths tests (so we can compare and help you to learn better).

All of this information is Personal Data.

Where did we get your Personal Data from?

We get your Personal Data from

- your parents or guardians

- your teachers or school, and
- you, when you log in and use Maths-Whizz.

Why are we allowed to use your Personal Data?

We use your Personal Data because we need it to

- help you to learn maths
- show you, your teachers and your parents and guardians how you are doing, and
- make Maths-Whizz work properly

The law says this is allowed because

- we need your information to provide the Maths-Whizz service to you, and
- we also have what is called a legitimate interest in improving so it works better for you and other students.

We believe using your Personal Data in this way is good for your learning.

What we do with your Personal Data?

We use your Personal Data to

- let you log in and use Maths-Whizz
- show progress reports to you, your teachers and your parents or guardians
- improve Maths-Whizz so it helps students to learn maths better.

Who else can see your information and why?

Sometimes we share information with other people to help Maths-Whizz work properly:

- **Education researchers** may see results and learning information, but not things like your home address. Researchers only use the information to create **group reports**, for example to understand how students learn certain maths topics. These reports do **not** and will not identify you.
- **Trusted companies that help us run Maths-Whizz** may see some Personal Data (such as names, class details, login details, and learning progress) when they need it to provide their services to us. These companies must follow strict rules to keep information safe and are only allowed to use it to help Maths-Whizz work properly. They are not allowed to use this information for their own purposes. The trusted companies that help us to run Maths-Whizz are called sub-processors. Our sub-processors are listed at the end of this document.

We also work with local business partners in some countries. These partners help schools to use Maths-Whizz. There are two main types of partners:

- Agents – they help to introduce Maths-Whizz to schools and support them locally.
- Resellers – they buy Maths-Whizz from us and resell it to schools in their country.

These partners may be able to see some student Personal Data (such as names, class information, and learning progress) only for schools they work with, and only to support Maths-Whizz and help schools and students.
Whizz Education makes sure that appropriate contractual and data protection safeguards are in place with all such partners, so that student Personal Data is protected and used only as permitted. Our

partners are not allowed to use student Personal Data for advertising or for anything outside Maths-Whizz.

What we don't do with your Personal Data

We do **not**

- use your Personal Data to make automatic decisions about you
- use your Personal Data to advertise things to you
- sell your Personal Data.

Some of our trusted service providers are based in other countries (such as the United States). When this happens, we make sure your data is protected using legal agreements that follow data protection laws around the world.

How do we keep your Personal Data safe?

We take keeping your Personal Data safe very seriously.

We use

- secure computer systems,
- access controls so only authorised people can see data, and
- legal agreements with our service providers.

We follow data protection laws in many countries, including the UK, Europe, the USA, New Zealand, Kenya, Thailand, Mexico and others.

How long do we keep your Personal Data?

- We keep your Personal Data while you are or may be using Maths-Whizz.
- When your subscription ends, we usually keep it for one more year so it is easy to restart.
- After that, we remove details that identify you and keep only **anonymous learning data** for research and improvement.
- If a parent or guardian asks us to, we can anonymise your data sooner.

What rights do you have?

You (or your parent or guardian) have the right to:

- ask what Personal Data we have about you,
- ask us to correct information if it is wrong,
- ask us to delete your Personal Data in some situations, and
- ask us to stop using your Personal Data in some situations.

These rights are sometimes called **data protection rights**.

Please note: we may need to keep some Personal Data if it is necessary for Maths-Whizz to work properly or if the law requires it.

Who can you talk to if you have questions?

If you or your parents or guardians have questions about Personal Data, you can contact:

Data Protection Officer
Email: **dpo@whizz.com**

If you live in Europe, you can also contact our EU Data Representative:

Email: **asem.koshkarbayeva@whizz.com**

How can you make a complaint?

If you are worried about how we use your Personal Data, please contact our Data Protection Officer first.

If you are still unhappy, you may contact your local data protection authority. In the UK, this is the **Information Commissioner's Office (ICO)**. Their UK Helpdesk number is 0303 123 1113.

Our Sub-Processors (Companies That Help Us To Run Maths-Whizz)

These companies help us to provide Maths-Whizz. They are only allowed to use Personal Data to help us to deliver the service.

Sub-processor	What they do	Contact / Privacy Info	Data used	Why they need it	Where data may be processed
Amazon Web Services (AWS)	Cloud hosting	https://aws.amazon.com/privacy/	Account data, learning data	To store and run Maths-Whizz securely	USA
Clever	School login & rostering	https://clever.com/privacy	Names, class details	To allow students to sign in through school systems	USA
Freshworks (Freshdesk)	Customer support	https://www.freshworks.com/privacy/	Support messages, contact info	To help answer questions	USA, EU, IND, AU and MEA

				and fix problems	
Atlassian (Jira)	Issue tracking	https://www.atlassian.com/legal/privacy-policy	Technical issue data	To fix bugs and improve the service	Global (All Atlassian cloud across AWS regions)
Salesforce	Customer management	https://www.salesforce.com/company/privacy/	School and parent contact data	To manage relationships with schools and families	EU
Google Analytics	Usage analytics	https://policies.google.com/privacy	Usage data (not names)	To understand how Maths-Whizz is used	Global, EU users in EU
Mailchimp	Emails to parents/teachers	https://mailchimp.com/legal/privacy/	Contact details	To send important service emails	USA

This Privacy Statement is written especially for students, but parents, guardians, and teachers are welcome to read it too.