

HOW DOES GROUPOCALL MESSENGER SUPPORT YOUR GDPR COMPLIANCE?



Groupcall Messenger delivers over 60 million messages every year, just via text. In addition, we also send emails, printed letters, mobile phone push notifications and even school reports. When something is so critical to the daily running of your school we want you to know we've made sure Messenger has the necessary features to support your organisation's GDPR compliance.

Access to data

In the most recent version of Messenger we have included **new data access permissions** in addition to our existing granular per-user access controls. The new permissions enable sending messages to staff and contacts without viewing recipient phone numbers or emails. We have also enhanced our data extraction to provide controls for the **inclusion or exclusion of certain data fields** such as staff personal mobile numbers, which you can request to have configured.

Soon we'll also be adding two further features to support access controls: firstly, we'll be adding **login integration with Active Directory and Office 365** to help streamline your user management process; secondly, we'll be adding data controls to allow you to specifically **exclude selected people** from being imported from your MIS into Messenger at all.

Purposes of communications

Messenger is designed for official school communications and is used for key operational purposes such as safeguarding, absence management, and operational delivery. Under GDPR it's important to be able to report on the suitability and purpose of your communications to parents, so we are introducing **Message Categories** to help you with analysis and auditing of your message history.

Xpressions App

The Xpressions app also supports GDPR compliance by providing **secure communication and data sharing** with parents. We are making a few improvements to increase parental uptake, improve user experience, and manage exactly which parents can use the service. We're also making further enhancements to improve the integration of third party services such as PayOurSchool and Parents Evening Booking System to provide a **streamlined user experience** without the need for additional credentials or security questions.

Ecosystem Partners

Messenger provides an ecosystem which integrates existing market leading products. All our ecosystem partners are DPA compliant and are working to complete their GDPR compliance. We are actively working with all partners to ensure complete cross-product compliance.

- 🔗 New data access permissions
 - 🔗 Staff data field controls
- 🔗 Active Directory integration
- 🔗 Office 365 login integration
- 🔗 Exclude specific persons
 - 🔗 Message categories
- 🔗 Subject access request
 - 🔗 Right to be forgotten
 - 🔗 Xpressions app
- 🔗 Ecosystem integration