

IRIS ParentMail Cookie Notice

This product uses cookies. Cookies are small text files stored on your computer when you visit certain sites. They are used to remember your preferences.

The tables below explain the cookies we use and why. To make this information as clear as possible, as well as listing the cookies we use, we've categorised them to help explain what they do.

Strictly Necessary Cookies

Pmx.parentmail.co.uk uses "essential" Cookies to carry out activities that are strictly necessary for the operation or delivery of the Service. These cookies are used for activities which are strictly necessary to deliver or operate the service you requested from us and do not require consent.

Measurement and Analytical Cookies

Pmx.parentmail.co.uk uses cookies to measure traffic and analyse user behaviour with the goal of improving the service.

Name of Cookie	Purpose	Place of processing
Gainsight	We use the information to understand how users interact with the product. IRIS uses this data for analytics purposes to improve our products.	EU
Wistia widget (Wistia, Inc.)	Wistia is a video content visualization service provided by Wistia, Inc. that allows IRIS.co.uk to incorporate content of this kind on its pages.	EU
WalkMe	ParentMail uses WalkMe, a service that assists in training and guiding users around a website provided by WalkMe Ltd. The cookies assist in improving the user experience in delivering such guides and for analytic purposes to help us provide more useful guides.	EU

Purpose and legal basis for processing

IRIS is constantly aiming to improve its products for its Customers. When you consent to the placing of analytics cookies within a product you are using, we use a supplier called Gainsight to collect information to help us understand how a user interact with the Product. The purpose of this is generally to understand and improve our customers experience when using our products. The reasons or benefits to using analytical cookies are outlined in further detail below.

Reason/Benefit	Description
User experience	Personalised walk throughs and in software prompts to support navigation based on your usage.
User Profiling	<p>Creating targeted functionality i.e language packs for those based in countries outside the UK.</p> <p>Supporting with in software reminders and prompts on tasks specific to your region.</p> <p>Providing walk throughs on specific features relating to user's regional set up such as Teachers Pensions Scotland and specific functionality, for those based in Scotland.</p>
Personalised engagements	In software access or prompts to help files, release notes, support messages, identify content the user may find useful/ helpful. Point to features they may find useful

User Groups	Targeted invites to product workshops, special interest groups, contact users for system usage feedback
Browser version	What browsers need to be supported/used for testing along with identifying browsers that can be retired
Usage	<p>What features and functionality are used to ensure supporting guidance and information is available</p> <p>Support in identifying clients that can be migrated to more suitable products</p> <p>Notify users, who frequently use the software at on peak times – the system will be down</p> <p>Identify times of peak usage to ensure these are avoided for upgrades/ period of maintenance</p>

The legal basis we rely on to place cookies and collect analytics data is consent.

What data do we collect?

If you consent to the analytical cookie, we will collect your email address, first name, last name and your usage activity within the Product, such as the most frequently used functionality and the session duration. The cookie will also collect some commercial data such as Company name, county code, company location, inferred company industry, Licence number.

No cookies are dropped, or data collected and shared on your use of the product unless you have consented.

How long we keep it

Data is retained within Gainsight for a rolling 12-month period and will be automatically deleted after this time.

Who do we share your personal data with?

We share the data with our subprocessor Gainsight. (School users only)

Where do we store your personal data?

Your data is stored on secure servers within the EU. We are committed to ensuring that your information is secure. IRIS has implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction, in accordance with the requirements of Data protection laws.

How do I change my cookie settings?

We rely on consent to collect data for analytics. This means you have the right to withdraw your consent at any time. If you have consented, you can opt out of analytics tracking within a Product at any time by amending your preferences in Tracking Preferences.

What other rights do I have in relation to my data?

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. Please use the [Contact Us](#) page to make a request relating to any of your rights set out below:

Your right of access

You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the right to object to processing if we are able to process your information in our legitimate interests.

Owner and Data Controller

IRIS Group Limited (470 London Road, Slough, SL3 8QY)

Owner contact email: ParentMail.Feedback@iris.co.uk

You can contact the Product Owner should you wish to receive any further information on the use of Cookies by this product.