

Data Portability

Overview

School Thing Limited (trading as VSware) is dedicated to ensuring a transparent, secure, and seamless switching process for schools moving to alternative data processing services. Our offboarding procedures are designed to align with applicable requirements under the EU Data Act and relevant Irish legislation governing data portability and customer switching.

Statutory Timelines

The typical switching and offboarding process follows three distinct stages as mandated by statutory requirements:

- **Notice Period (Up to 2 Months):** The customer provides written notice of termination while standard service provision continues.
- **Transitional Period (Standard 30 Days):** VSware assists in extracting exportable data.
- **Retrieval Period:** A minimum of 30 days is provided for the final retrieval of data.

Platform Access

Customer access to the production service will normally cease upon contract termination. Data retrieval during the retrieval period will be facilitated through agreed export mechanisms and support processes. Schools should prioritise final administrative tasks, such as seasonal reporting and results, before this expiry date.

Technical Specifications

For IT teams and new vendors, VSware provides a comprehensive data handover designed for structured integration into alternative Management Information Systems (MIS).

Export Methodology

- **Format:** Data is provided as a full raw data dump in CSV format, typically delivered within a series of secure zip files.
- **Extraction Method:** Exports are facilitated via manual support from our development team. Where available, exports may be facilitated through documented APIs.
- **Encryption & Security:** Data exports are transferred using industry-standard encryption and secure transport mechanisms.

Standard Export File and Directory List

The following files (CSV format) and directories are included in the standard data export:

- AcademicYears.csv
- AssessmentCommentBank.csv
- AssessmentCommentInfo.csv
- AssessmentGradeSets.csv
- AssessmentResultFieldInfo.csv
- AssessmentResultInfo.csv
- AttendanceCodes.csv
- BellTimes.csv
- ContactRelationshipInfo.csv
- EnumInfo.csv
- ExamInfo.csv
- ExamTeachingGroups.csv
- ExamYears.csv
- FeeGroupInfo.csv
- FeeInfo.csv
- FeeListInfo.csv
- FreeformMembership.csv
- IndividualStudentCustomField.csv
- LearnerContactInfo.csv
- LearnerInfo.csv
- LongTermSubstitutionInfo.csv
- NonClassContactHours.csv
- RoomBooking.csv
- RoomInfo.csv
- SchoolInfo.csv
- Siblings.csv
- SmsNotifications.csv

- StudentBehaviourInformation.csv
- StudentClasses.csv
- StudentCustomField.csv
- StudentExclusionInformation.csv
- StudentMedicalInformation.csv
- StudentNoteInformation.csv
- StudentSENInformation.csv
- Subjects.csv
- SubstitutionAbsenceInfo.csv
- SubstitutionInfo.csv
- TeacherFreeformGroups.csv
- TeacherFreeformMemberships.csv
- TeacherInfo.csv
- TeacherNotes.csv
- TeachingGroupMemberships.csv
- TeachingGroupsInfo.csv
- UnexplainedAbsenceJustifications.csv
- VsMailMessages.csv
- doc (Directory)
- DutyRoster (Directory)
- examtemplate (Directory)
- facultyphoto (Directory)
- learnerphoto (Directory)
- mail_attachments (Directory)
- OnCallRoster (Directory)
- schoolphoto (Directory)
- StatutoryAttendance (Directory)
- StudentOptionsClassLists (Directory)
- StudentOptionsPreferences (Directory)
- StudentOptionsSolutions (Directory)
- TeachingGroupAttendance (Directory)
- Timetable (Directory)
- wordtemplate (Directory)

Export Schema & Data Categories

The following table outlines the standard categories included in the raw data export:

Category	Exportable Assets
Student & Household	Demographics, contact details, medical flags, and parent/guardian information.
Academic & Assessment	Exam results, term grades, state records, and learning support details.
Attendance & Behaviour	Daily and period attendance, absence codes, and disciplinary logs.
Timetabling	Subject catalog, class lists, timetable grid setups, and period timings.
Operational	User account mappings and assigned roles for staff.

Data Retention and Erasure

Following the conclusion of the service term, VSware adheres to a strict data deletion policy to ensure compliance with GDPR data retention requirements.

- **Retention for Review:** School data is temporarily held securely on VSware's database post-contract to allow the school to review the final export for accuracy.
- **Final Erasure:** Customer data will be securely deleted from production systems and scheduled for removal from backup systems in accordance with VSware's retention and deletion procedures, and no later than six months after contract termination unless legal or regulatory obligations require longer retention.
- **Early Erasure:** Schools may request immediate erasure once they have verified their data export is satisfactory.

Charges

Standard data exports are provided without charge. Any additional migration consultancy or bespoke services may be subject to separate agreement.

Customer Responsibilities

Before service termination, customers should:

- Request any required exports.
- Verify exported data.
- Download any required documents or attachments.
- Ensure their replacement provider can ingest the exported formats.

Contact point

For portability, export, deletion or switching requests, contact:

support@vsware.ie