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.
- **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	FeeListInfo.csv	TeacherFreeformGroups.csv
AssessmentCommentBank.csv	FreeformMembership.csv	TeacherFreeformMemberships.csv
AssessmentCommentInfo.csv	IndividualStudentCustomField.csv	TeacherInfo.csv
AssessmentGradeSets.csv	LearnerContactInfo.csv	TeacherNotes.csv
AssessmentResultFieldInfo.csv	LearnerInfo.csv	TeachingGroupMemberships.csv
AssessmentResultInfo.csv	LongTermSubstitutionInfo.csv	TeachingGroupsInfo.csv
AttendanceCodes.csv	NonClassContactHours.csv	UnexplainedAbsenceJustifications.csv
BellTimes.csv	RoomBooking.csv	VsMailMessages.csv
ContactRelationshipInfo.csv	RoomInfo.csv	doc (Directory)
EnumInfo.csv	SchoolInfo.csv	DutyRoster (Directory)
ExamInfo.csv	Siblings.csv	examtemplate (Directory)
ExamTeachingGroups.csv	SmsNotifications.csv	facultyphoto (Directory)
ExamYears.csv	StudentBehaviourInformation.csv	learnerphoto (Directory)
FeeGroupInfo.csv	StudentClasses.csv	mail_attachments (Directory)
FeeInfo.csv	StudentCustomField.csv	OnCallRoster (Directory)
StudentExclusionInformation.csv	StudentSENInformation.csv	schoolphoto (Directory)
StudentMedicalInformation.csv	Subjects.csv	StatutoryAttendance (Directory)
StudentNoteInformation.csv	SubstitutionAbsenceInfo.csv	StudentOptionsClassLists (Directory)

SubstitutionInfo.csv	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.

Exportable Data and Non-Exportable Data

To comply with the EU Data Act, the table below details the data categories you can export when switching services, along with those that are exempt:

Exportable Data	Non-Exportable Data / Exemptions
Input and output data (including metadata) created through customer use, such as student and household demographics, academic results,	System access logs, raw configuration settings, underlying database schemas, and any digital assets or data protected by intellectual property rights or trade secrets.

Exportable Data	Non-Exportable Data / Exemptions
attendance codes, timetable grids, and the CSV files listed above.	

Technical Restrictions and Limitations

- **File Sizes and Zip Archives:** Full data exports are provided in secure ZIP archives with a download link and password that expire after 6 days. Once downloaded, the data itself does not expire. Depending on local network settings, large files may require a third-party unzipping tool to extract.
- **Functional Equivalence:** Data exports provide raw, structured data and metadata. VSware is not required to guarantee functional equivalence or replicate software features within your new provider's system.

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.

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.

Charges

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

International Governmental Access (EU Data Act)

Where your data is held: VSware is hosted on Amazon Web Services (AWS) data centres located within the European Union, and this infrastructure is subject to EU law and the national law of the EU Member State(s) where it is located. Specific hosting locations are available on request.
How we protect it from unlawful access: We take technical, organisational and contractual measures to prevent access to, or transfer of, data held in the EU by governments outside the EU where this would conflict with EU or Irish law:

- **Technical:** data is hosted and backed up in the EU, sensitive data is encrypted, and access is protected by two-factor authentication and monitoring.
- **Organisational:** we handle requests from public authorities under Visma Group's policy on authorities requesting access to customer data. We refer the authority to the school first. Requests from outside the EU/EEA are reviewed by Visma Group Legal & Compliance and only acted on where an international agreement applies and it would not conflict with EU or Irish law. Unless the law prevents it, we tell the school before any data is disclosed.
- **Contractual:** our sub-processors are bound by data protection and confidentiality obligations in their contracts with us.

Online Registers & Reference Resources

For more information regarding privacy, switching procedures, security standards, and technical specifications, please visit VSware Privacy and Data Protection.

Contact Point

For portability, export, deletion or switching requests, contact:
support@vsware.ie