SPAplatform

Security and Availability Policy

Introduction & Scope

This document covers how we (SPAplatform) protect your data and what access you and your team have. SPAplafrom strives to achieve the highest possible security levels at all time while maintaining continuous availability where possible. We are continuously working with our team and external partners to ensure we are maintaining a secure environment and following secure practices both within our software and our business practices.

To make things easier, you'll find summary paragraphs at the top of each section to allow you to navigate this document effectively.

We may need to update this policy from time to time. Where a change is significant, we'll make sure we let you know—usually by an announcement on our newsfeed located on the front page of the SPAplatform software or directly via email..

Who are 'we'?

This privacy policy is enacted by **SPA***platform,* being produced by School Research Evaluation & Measurement Services **SREAMS** (Orchard Downs Pty. Ltd.). When we say **SPA***platform*, **we**, **our**, or **us**, we're talking about our organisation.
Our Service may refer to the **SPA***platform* Service or auxiliary services SREAMS provide such as Professional Development and research services.

Website: https://www.spaplatform.com.au

Our services

Our **services** consist of all the services we provide now or in the future, including our online data analysis products and Professional Development.

You, Your school, and your students

When we say **you** or **your**, we mean both you and any school, office, or department you're authorised to represent. When we say **students,** we mean one or more students whom you have chosen to enter data for within our **SPA***platform* services.

Data Security

Protecting your data:
We are committed to the security of our customers' data and provide multiple layers of protection for the personal information you entrust to the **SPA***platform*.
In the **(well over a) decade** that we have been providing SPA software tools to schools, we have never had a malicious or harmful security breach.

You control access
As a **SPA***platform* subscriber, you have the flexibility to invite users into your account to collaborate on your data.
As a SPAplatform subscriber, you can assign access levels to your team.
> Administrator - Full access
> Teacher - Can view data only.

User authentication
We provide users access to the **SPA***platform* software through a login and password. We recommend you ask staff to use complex passwords of at least 14 characters that contain a mixture of upper- & lower-case letters, numbers, and special characters (these are current industry recommendations) as it reduces the risk of your **SPA***platform* account being accessed maliciously and your passwords being compromised.

Contact Verification
If we are contacted by one of your staff members requesting various support, including adding to your account or permissions being changed, changes in subscription or various other reasons, if we have not had previous contact with this person, we will require extra steps to verify your request. This may include contacting the school or requesting a verification email be sent to us.

Data encryption
Data transmitted between you and the **SPA***platform* servers is encrypted using the industry-standard TLS 1.2 protocol, protecting your personal data. Your data is also encrypted when we transfer it between data centres for backup and replication.

Network protection
The **SPA***platform* takes a "defence in depth" approach to protecting our systems and your data. Multiple layers of security controls protect access to and within our environment, including firewalls and network/server segregation. We partner with industry-leading server vendors to leverage their expertise to protect our systems.

Secure data centres
The **SPA***platform* servers are located in Australia within enterprise-grade hosting facilities that employ robust physical security controls to prevent physical access to the servers they house. These controls include 24/7/365 monitoring and surveillance, on-site security staff and regular ongoing security audits. The **SPA***platform* maintains multiple geographically separated data replicas and hosting environments to minimise the risk of data loss or outages.

Security monitoring
The **SPA***platform* server team monitors security systems and conducts regular patch updates to identify and manage threats.

Availability

Best-in-class availability
With a record of 99.97% uptime, the **SPA***platform* delivers best-in-class availability. We use multiple redundancy technologies for our hardware, networks, data centres, and infrastructure. These ensure that if any component fails, the **SPA***platform* will keep on running—with little or no disruption to your service.

Built to perform at scale
The **SPA***platform* has been designed to grow with your school. Our high-performance servers, networks, and infrastructure ensure we can deliver quality service to you and our other users.

Disaster recovery and readiness
The **SPA***platform* performs daily replications between our geographically diverse, protected facilities to ensure your data is available and safely stored. This means that even in the unlikely event an entire hosting facility fails, we can switch over quickly to a backup site to keep the **SPA***platform* running. We transmit data securely, across encrypted links.

Continuous Update and Integration
To maintain the most secure software possible, SPAplatform is continuously updated with new releases available as soon as they are ready. These updates are applied when you log in, without any extra task needed or having to wait for updates to download and install.

We are constantly enhancing the **SPA***platform*, delivering new features and performance improvements. Updates are delivered frequently, with the majority of them being delivered without interrupting our service or disrupting users.

Security Noticeboard
The **SPA***platform* newsfeed (the home screen when logged into the **SPA***platform*) is where you'll find updates. We will use this to communicate any general information relating to Security e.g scams or phishing attempts.

Notifiable data breaches
A data breach is when Personal Information is accessed or disclosed without authorisation or is lost. The Privacy Act 1988 states we take actions when we become aware of a data breach.

Within thirty (30) days of becoming aware of a data breach, we will take the following actions:

- **Contain** (where possible) the data breach to prevent any further compromise of Personal Information and take remedial action to limit the impact of the breach.

- **Assess** the data breach by gathering the facts and evaluating the risks, including potential harm to affected individuals and, where possible, taking action to remediate any risk of harm.

- If remedial action is successful in making serious harm no longer likely, then no notification or statement will be made;
However, if we have reasonable grounds to believe serious harm is likely, as soon as practicable we will **notify** you (and the Commissioner if required). Our notification will provide a statement to each of the individuals whose data was breached or who are at risk.

- **Review** the incident and consider what actions can be taken to prevent future breaches.

If you think there has been a breach

If you think there has been a security breach relating to your account or users, please contact us as soon as possible. If notified we can take defensive measures to mitigate any potential damage or spreading of the breach.
Contact: support@sreams.com.au or 0488003069