

Company Name who supply Services

Mathletics, ReadiWriter
3P Learning Limited

Reading Eggs, MathSeeds, Wordflyers
Blake eLearning (resold & supported by 3P Learning Limited)

ABN

Mathletics, ReadiWriter
3P Learning Limited
50 103 827 836

Reading Eggs, MathSeeds, Wordflyers
Blake eLearning
64 140 998 821

ICO Registration number

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Z2188515

UK entity company number

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
05919214

Does your company have an insurance policy which includes claims for data breaches?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes

Where is your data hosted?

Mathletics, ReadiWriter
Live data: Azure East United States (Microsoft Azure)
Backup data: West Europe (Microsoft Azure)

Reading Eggs, MathSeeds, Wordflyers
Live data: Amazon AWS Oregon USA
Backup data: Asia Pac Southeast Sydney (Amazon Web Services)

When providing support where are the support staff accessing data from?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
We have regional support centers in Australia, New Zealand United Kingdom Canada & United States)

Is the data contained within your Solution encrypted in transit?

Mathletics, ReadiWriter
Yes, AES-256 or higher

Reading Eggs, MathSeeds, Wordflyers
Yes, AES-128 or higher

Is the data contained within your Solution encrypted at rest?

Mathletics, ReadiWriter
Yes, all personally identifiable data is kept at AES-256 or higher

Reading Eggs, MathSeeds, Wordflyers
Yes, AES-128 or higher

Does your solution include access controls to ensure only your authorised staff have access to the data?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes, via role based access control (RBAC)

What physical access controls are in place at the locations from which data may be stored?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Microsoft Azure and Amazon AWS Data Centres are all subject to ISO27001 certification, and equivalent physical access control requirements.

How frequently do you conduct vulnerability & penetration testing?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Every 6-12 months

Do you conduct investigations into security breaches and implement remediation strategies?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes

Do you regularly conduct reviews of user access levels?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes, user access is regularly audited

What access controls are in place?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Role based access control (RBAC)

How long do you retain data for?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Until end of contract (or) upon authorised request for deletion of data

Who will the provider share user personal information with and what personal information may be disclosed?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
No school, teacher or student related data is shared with any third parties

Do you conduct regular security training for all staff to prevent inadvertent disclosures?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes

Do you immediately notify your customers of any security breaches?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes, we would seek to inform any impacted customers immediately upon becoming aware of any potential breach.

Do you regularly review audit logs?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes

Does the solution provide unique usernames and passwords for end users?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
Yes

Does the solution provide Single Sign-on capabilities?

Mathletics, ReadiWriter
Google, O365, Clever (Mathletics), LGfl (Mathletics) RM-unify (Mathletics), AzureAD

Reading Eggs, MathSeeds
O-auth via Clever

What is the SLA for the availability of the Solution?

Mathletics, ReadiWriter, Reading Eggs, MathSeeds, Wordflyers
At least 99.9% uptime
