Data protection and information security policy

Input IT Limited, trading as Lockdown Alert. Issued 19 October 2026. Reviewed annually; next review October 2027. Covers the personal data the company handles for its customers and for its own business.

1. Roles

Under UK GDPR and the Data Protection Act 2018, the school, trust, college or business that uses Lockdown Alert is the data controller. Input IT Limited is the data processor and acts only on the customer's instructions, as set out in the terms of service and the data processing agreement. ICO registration: available on request.

2. What the service holds

- The names and work email addresses of the staff the customer invites to the portal, and their sign-in records.
- Device names, platform and connection state for the devices the customer enrols.
- Alert, drill and all-clear history: who started it, when, from which trigger, and which devices showed it.
- The customer's own alert wording, colours, logo and sound.
- Billing contact details and invoices.

The service holds no pupil data, no images, no sound and no location history.

3. Where it is held

Data is stored and processed in the United Kingdom on servers the company manages. No customer personal data is transferred outside the UK.

4. Security measures

- Encryption in transit: every connection to the portal, the device agents and the APIs uses TLS 1.2 or later.
- Encryption at rest: databases, backups and disks are encrypted.
- Access control: named user accounts, role-based permissions, optional two-factor sign-in and sign-in with Google or Microsoft. Every action in the portal is written to an audit log the customer can see.
- Separation: each customer's data is separated by organisation and by site; a trust sees all of its schools and a school sees only itself.
- Backups: daily and encrypted, held in the UK.
- Patching and monitoring: the servers are patched routinely, monitored for availability and reviewed for unusual access.
- Staff: access to production systems is limited to named staff who need it, over multi-factor authenticated connections, and is withdrawn when no longer needed.

5. Sub-processors

The company uses a small number of sub-processors, each under a written contract: UK cloud hosting for the servers and backups; a UK email delivery service for portal email; a payment processor for card and Direct Debit payments (card details never touch our systems). The current list by name is available from support@lockdownalert.co.uk and customers are told of any change before it takes effect.

6. Breaches

A suspected personal data breach is contained, assessed and recorded at once. The affected customer, as controller, is told without undue delay and within 72 hours of the company becoming aware, with what happened, what data is involved, the likely consequences and what is being done. The company supports the customer with any report to the Information Commissioner's Office.

7. Retention and deletion

Customer data is kept for as long as the customer has an account. When a subscription ends, the customer may export its alert history. Thirty days after termination the customer's data is deleted from live systems and falls out of the backup cycle within a further 30 days. Invoices are kept for six years as tax law requires.

8. Rights of individuals

Requests from staff to see, correct or erase their data are directed to the customer as controller; the company helps the customer answer them within the statutory time. Requests sent to support@lockdownalert.co.uk are passed to the customer within two working days.

9. Our own business data

The company holds the business contact details of customers, prospects and suppliers for the purpose of running the business, on the lawful basis of contract and legitimate interest. Marketing email to organisations carries a way to opt out and the opt-out is honoured at once. Details are in the privacy policy at https://lockdownalert.co.uk/privacy.html.

Approval

The board of Input IT Limited adopted this policy and it is signed on the board's behalf by Chris Jakubowski, Director. Issued 19 October 2026. Reviewed annually; next review October 2027.

Questions about this policy: support@lockdownalert.co.uk.