



ClassPilot Data Retention Return and Deletion Policy

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This policy explains how school data is retained during use of ClassPilot, how a school can obtain its data, and what happens when records or the service are deleted. Read it alongside the Data Processing Agreement and the school's own retention schedule.

1 Responsibilities and scope

The school or academy trust is the controller of school records. We process those records on its documented instructions. ClassPilot is provided by Edapt Technologies. The Data Processing Agreement takes priority if there is a conflict about personal-data processing.

The school decides how long it needs educational records and must arrange retention of any records it is required to keep after leaving ClassPilot. A pupil leaving the school, a Year 6 rollover or moving a record into an archive does not by itself permanently delete that record.

2 Retention during use

Keep only the information needed for assessment and reporting. Schools should review current and archived records at academic-year rollover and when a pupil or staff member leaves. Ask us to apply an authorised deletion instruction where no suitable self-service function is available.

Removing a staff member's access is separate from deleting the historical records of their work. The school should remove unneeded permissions promptly while retaining only the accountability information it has a lawful reason to keep.

3 School data at the end of the service

The school may choose return followed by deletion, or deletion without return. Unless the school gives a lawful alternative instruction or the law requires storage, we will delete school-controlled personal data from active systems within 30 calendar days after the service ends. Request any required export before the end date so there is time to check it.

4 Retention schedule

Record category	Retention rule
Pupil records and reports	During the service while required by the school, subject to earlier lawful deletion instructions. Active-system deletion within 30 days after termination.
Archived pupils and academic years	The school's documented retention need applies. Archiving is not deletion and does not justify indefinite storage.

Record category	Retention rule
School staff profiles and linked audit records	Access removed when no longer authorised. Retention of historical school records follows school instructions and the termination rule above.
Import files and export copies held by Edapt	Only for the agreed transfer, validation or support purpose. Remove once no longer needed; include remaining school-data copies in the termination deletion process.
School data in support cases or diagnostic logs	Minimise and remove or redact when no longer necessary. School-controlled copies remain within the deletion scope, including at termination.
Encrypted backup copies	Expire through a fixed backup cycle while unavailable for routine use. The maximum cycle and any separate snapshot retention must be confirmed before issue.
AI provider processing records	Saved ClassPilot drafts follow the report schedule. Provider-side retention depends on the verified Azure configuration and must be stated before live AI use.

5 Records held for our own business purposes

Limited contract, invoice, business-contact or legally required records may be retained separately where we act as controller. The Service Privacy Notice applies to that processing. This is not a general permission to retain pupil reports or school datasets after a deletion instruction.

For any lawful retention exception affecting school-controlled data, we will record the legal requirement, minimum data involved and review or expiry date, restrict access and inform the school unless the law prevents this. School-controlled data will not be kept indefinitely for unspecified audit or business needs.

6 Requesting a return or deletion

An authorised school contact should email support@edapt-tech.co.uk with the school name, scope of the request, preferred completion date and whether an export is needed. Do not attach pupil lists or reports to the first email. We will verify authority and agree a secure route for any identifying details.

We will confirm the scope and a timetable, including the available export format, secure delivery method and any items requiring assisted export. A standard report PDF may not contain the school's full dataset. Any gaps in a standard export must be addressed in the agreed return process.

The school should check that returned files are readable and complete and store them securely. The timetable will allow a reasonable check before irreversible deletion, within the agreed deletion period. A delay in export will not silently extend retention; any necessary change must be agreed in writing.

7 Backups and deletion confirmation

Where individual records cannot immediately be removed from a backup, they will remain protected and unavailable for ordinary use until the backup expires. If a recovery restores previously deleted information, the deletion instruction must be reapplied before that information returns to ordinary use.

We will confirm completion in writing, distinguishing active-system deletion from any residual backup or provider copies. Confirmation will identify the scope, completion date, remaining expiry dates and any lawful exceptions. We will not certify that all copies have been destroyed while residual copies remain.

8 Individual rights and policy review

Requests from pupils, parents or staff about school-controlled data are referred promptly to the school for its decision. We will assist under the Data Processing Agreement. The 30-day termination period does not replace the timescales applying to an individual rights request.

We will review this policy when processing or retention arrangements change. Before this draft is issued, the backup maximum, provider retention and deletion procedure must be verified and reflected in the final schedule. Contact support@edapt-tech.co.uk for a copy or to raise a concern.