

Customer document index

Pack date: 10 September 2026 | Index version 1.0

Your customer-specific Order Form is generated separately and sets out the customer, subscription, scope, dates and fees. Documents 02 to 04 are in the Contracts folder; the policies and certificate are in the Policies folder.

Document	Purpose
01 Order Form	Generated and supplied separately for each customer.
02 School DPIA	Information and optional worksheets for the school's assessment.
03 Master Service Agreement	Service terms, availability, fees and liability.
04 Data Processing Agreement	Processing instructions, safeguards and responsibilities.
AI Transfer Overview	AI use, human review and international processing.
Appropriate Policy Document (APD)	Handling special category and criminal offence data.
Accessibility Statement	Accessibility target, testing and feedback.
Business Continuity Summary	Service continuity, backup and recovery arrangements.
Data Retention Policy	Retention, return, deletion and backup expiry.
Incident Response Policy	Incident reporting, response and notification.
Information Security Policy	Security responsibilities and required measures.
Privacy Policy	Use of personal information and individual rights.
Safeguarding Assurance Note	Safeguarding use, access and professional judgement.
Sub-Processor List	Providers, services, processing locations and safeguards.
Cyber Essentials certificate	The accompanying organisational certification.

The Order Form, MSA and DPA are the contract documents. The DPIA support pack and assurance documents do not require separate signatures.

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