Identity and Access Management
Product Terms

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VERSION 3

Contents

1   Introduction

This document defines our Identity and Access Management Product for schools and application providers. It forms part of our agreement with each customer using this Product. The General Terms and other documents that also form part of the agreement, are available on the [Legal and Policies](#) section of our website.

2   Definitions

Terms defined in our General Terms have the same meaning in these Product Terms. Also in these Product Terms, unless the context requires otherwise:

- **Application Provider**, in respect of any online application, means the person primarily responsible for making goods, services or information available via the application. To avoid doubt, the Application Provider does not merely develop, license, transmit or host the application.
- **Authorised User** means a person who is authorised under section 344 of the Education Act 1989 to use NSNs.
- **Available Application** means an online application that is supported by this Product.
- **NSN** means national student number.
- **Selected Application** means an Available Application that:
    - you permit our IAM System to integrate with your IAM Data; and
    - your agreement with the Application Provider lets you access.
- **SMS** means student management system.
- **SMS Data** means the data we obtain from your SMS to hold in our SMS Extender.
- **SMS Extender System** means the system we use to provide our SMS Extender Product.
- **IAM** means Identity and Access Management.
- **IAM System** means the system we use to provide this Product.
- **IAM Data** means:
    - the SMS Data we transfer into our IAM System; plus
    - all data created by you in our IAM System.

3   IAM for Schools

3.1   Overview
This Product enables schools to provide a single online digital identity (username and password) for each individual in their SMS.

The contextual identity information stored in this Product allows Selected Applications to be customised and configured differently for individual users and provide identity provisioning capabilities for Selected Applications that you wish to access via a single sign on. This Product may also be used by relevant sector agencies (e.g. NZQA) who are Authorised Users of NSNs, in order to facilitate provision of online educational services.

By using the latest identity data stored in your SMS, this Product remains up to date from the most reliable source of truth to provide accurate access and authorisation to Selected Applications.

3.2   Standard Features
The standard features of this Product are:
- **SMS data and account creation.** Our IAM System works together with our SMS Extender

service to automatically integrate with your SMS and create accounts for your users, as follows:

- ○ We will transfer your SMS Data from our SMS Extender System, usually once per day. You acknowledge that the SMS Data in our IAM System is only as accurate as the data in your SMS. If any amendments to your SMS Data are required for the purposes of this Product, you must update that data in your SMS.
- ○ We will create an IAM account for each individual whose complete user records are included in the transferred SMS Data. You can stop someone from having an IAM account by configuring your SMS settings to exclude their user data from being exported to our SMS Extender, or by assigning them to the user class, subject or group "exclude_from_IAM".
- ○ Once an IAM account has been created:
  - ▪ it will automatically be updated with any modified data in your most recent SMS Data transfer; and
  - ▪ it may only be deleted by us.
- ○ If you ask us to delete an IAM account, we will normally do it within 5 Business Days. Please note that information in a deleted IAM account will no longer be used by our IAM System, but the information may still exist in our backup files and may be retained in accordance with our file retention practices.
- **Single sign on**. If you enable this feature, we will provide the capability for your users to sign on to your Selected Applications using a single username and password. We will provide each Selected Application with the data in the table below, as applicable to the Selected Application's integration level.

User Data	Level 1 Integration	Level 2 Integration	Level 3 Integration
First Name	x	x	x
Last Name	x	x	x
Preferred Name	x	x	x
Gender	x	x	x
Email Address	x	x	x
N4L ID (Application Provider-Specific)	x	x	x
Organisation (school)		x	x
Year Level		x	x
Groups (Classes, Subjects, & Departments)	x	x	x
Role (teacher/student)	x	x	x
Date of Birth			x
First Attendance			x

It is your responsibility to agree with the Application Provider the terms on which your users may access each Selected Application (including any charges payable). You must ensure that your users maintain the confidentiality of their single password. We recommend you implement password security policies for your users, including clarifying their responsibility for not sharing passwords and for logging off from their account when passing on a shared device.

- **User Management via Self-Service Portal** which includes:
  - ○ Password Management

- User Access Permissions
- Selected Application Enrolment
- Role Based Access Controls
- **User profile management**
  - Password reset functionality
  - Configuration of personal contact details
- **Enable and Configure Applications**
  - Allow access to applications for your school
  - Remove access to applications for your school
  - Set and modify the configuration for applications your school has enabled
- **Privacy.** We will treat all of your IAM Data in accordance with our Privacy Policy, but you must ensure you have received all consents necessary for us to use your SMS Data in this Product, including from parents or guardians of your students.

3.3 Provision of NSNs to Authorised Users

No NSN will be included in the SMS Data referred to in clause 3.2 (Standard Features), except as permitted by this clause.

In limited circumstances the Application Provider of a Selected Application may also be an Authorised User of NSNs. In those cases, the Authorised User may specifically instruct us (as their processing agent) to include the NSNs of specified students at your school (**Your Students' NSNs**) in the SMS Data that we:
- transfer to our IAM System; and
- provide on to their Selected Application,

and you agree that we can perform such instructions in respect of Your Students' NSNs.

We will delete Your Students' NSNs from our IAM System when we are no longer authorised to hold them. Please note that deleted NSNs will no longer be used by our IAM System, but the data may still exist in our backup files and may be retained in accordance with our file retention practices.

3.4 Product Boundary

The boundary of this Product begins at the point that SMS Data is received from our SMS Extender System, and extends to the point at which your IAM Data leaves our infrastructure to be shared with Selected Applications.

3.5 Ordering

This Product may only be ordered online.

3.6 Pre-requisites

Pre-requisites to us accepting your order are:
- your use of our SMS Extender Product; and
- your use of our Managed Network Product.

3.7 Implementation

If we accept your order, we will send you implementation instructions.

3.8 Term

The term this Product:
- commences on completion of implementation; and

- continues until terminated by us or you, on at least one month's written notice to the other.

This Product may also be terminated in accordance with our General Terms.

3.9   Charges
This Product is free of charge if you use our Managed Network Product.

4   IAM for Application Providers

4.1   Overview
Our IAM for Application Providers is a platform which enables students or educators who are part of one or more schools to have a single online digital identity (username and password) for the consumption of connected online services.

The contextual identity information stored will allow services to be customised and configured differently for individual users and provide identity provisioning capabilities for third party external educational resources that a school wishes to access via a single sign on.

By leveraging the latest identity data stored in school SMS systems, our IAM System remains up to date from the most reliable source of truth to provide accurate access and authorisation to connected online services.

4.2   Standard Features
The standard features of this Product are:
- **School Data Integration.** If you select this feature, we can provide the following preconfigured integration levels to provide identity provisioning capabilities for your application. You may request a change in your integration level per application via the self-service IAM portal. We reserve the right to accept or decline your registration at any integration level for any or no reason.

User Data	Level 1 Integration	Level 2 Integration	Level 3 Integration
First Name	x	x	x
Last Name	x	x	x
Preferred Name	x	x	x
Gender	x	x	x
Email Address	x	x	x
N4L ID (Application Provider-Specific)	x	x	x
Organisation (school)		x	x
Year Level		x	x
Groups (Classes, Subjects, & Departments)	x	x	x
Role (teacher/student)	x	x	x
Date of Birth			x
First Attendance			x

- **Account Creation.** We will create an IAM account for each individual whose details you

complete on registering to use the service. Once an IAM account has been created, it may only be deleted by us. If you ask us to delete an IAM account, we will normally do it within 5 Business Days. Please note that information in a deleted IAM account will no longer be used by our IAM System, but the information may still exist in repository files, backup files and/or log files and may be retained in accordance with our file retention practices.

- **User Management via Self-Service Portal** which includes:
  - ○ Password Management
  - ○ User Access Permissions
  - ○ Selected Application Enrolment
  - ○ Role Based Access Controls
- **End User Profile Management**
  - ○ Password reset functionality
  - ○ Configuration of personal contact details
- **Create and Modify Applications**
  - ○ Create a new application for schools to logon to with IAM (subject to our approval)
  - ○ Change the configuration of an application you have created
  - ○ Request the removal of an application you have created

4.3   Receipt of NSNs by Authorised Users

If you are an Authorised User of NSNs and agree additional terms with us, then we will also be able to provide you with NSNs in accordance with those terms.

4.4   Product Boundary

The boundary of our IAM Product extends to the point at which IAM Data leaves our IAM System to be shared with Application Providers.

4.5   Ordering

This Product may only be ordered online.

4.6   Implementation

If we accept your order, we will send you implementation instructions.

4.7   Term

The term of this Product:
- commences on completion of implementation; and
- continues until terminated by us or you, on at least one month's written notice to the other.

This Product may also be terminated in accordance with our General Terms.

4.8   Charges

None.

5   Support

We will provide these Products using reasonable care and skill and use reasonable endeavours to:
- ensure that these Products are secure, accessible, available and fully functioning; and
- keep these Products free of:
  - o   errors and defects;
  - o   harmful or inappropriate content; and

o malware and other harmful things.

If these Products are not performing as expected, support is available 8:00am – 5:00pm on Business Days by emailing or calling our helpdesk (see our Website for details). We will take action as reasonably required to fix and prevent the recurrence of any reported fault or disruption which occurs in these Products.

6   Additional Terms

6.1   Responsibility for Users
You are solely and fully responsible for all activities that occur under your users' IAM accounts. Your users must not impersonate anyone or engage in any misleading or illegal conduct.

6.2   Purpose of Use
You may only use this Product in connection with:
● improving educational outcomes in New Zealand; or
● reducing administrative burdens for schools.

6.3   Provision of School SMS Data (Schools Only)
If you are a school, you must ensure that our use of your SMS Data in accordance with these Product Terms does not infringe any law, including the Education Act 1989 and Privacy Act 1993, or the rights of any third party. If we are subject to any third party claim, suit, action or proceeding alleging such infringement (each a **Claim**):
● we will:
    ○ promptly notify you of the Claim;
    ○ promptly stop using the SMS Data in this Product, if instructed to do so by you or we wish to do so;
    ○ consult with you on our defense and settlement of the Claim; and
● you will:
    ○ provide us with the information and assistance necessary to defend or settle the Claim; and
    ○ pay all liability, losses, damages, costs or expenses incurred by us in connection with the Claim (we use all reasonable endeavours to mitigate such amounts).

This clause does not apply to the extent the Claim arises as a result of our breach of these terms. This clause survives the term of this Product.

6.4   Use of School IAM Data (Application Providers Only)
If you are an Application Provider, you must use, protect and disclose all school IAM Data that you receive via this Product strictly as agreed with the school and in compliance with all laws, including the Education Act 1989 and Privacy Act 1993.

6.5   Responsibility for Contractors (Application Providers Only)
If you are an Application Provider, you are responsible and liable for all acts or omissions of your contractors in connection with this Product, as if they were your own acts or omissions.