



School communications on your mobile phone

An exciting new service is now available, making communication between the school and yourselves easier and more effective.

We will continue to offer text and emails to those who prefer this method, but the new *Groupcall Xpressions* app for mobile phone or tablet is free for you, and the school.

When can I start to receive information this way?

Communications can be sent this way from December but this may vary from school to school.

What happens if I haven't got the app?

Nothing will change. Sending messages via the app saves the school time and money but we will continue to send texts and emails to those who prefer these methods.

Will my personal details be safe?

Aberdeenshire Council is the Data Controller of the personal data being processed and GroupCall are our Data Processor. If you sign up, your data will be used to:

- Safely and securely log you into the Groupcall products;
- Correctly identify and display information about your children from their school(s);
- Provide assistance when requested by yourself or your school;
- Analyse and improve the services offered by Groupcall and provide you with the most user-friendly experience (There is an opt-out option available for this purpose on signing-up to GroupCall)



Can I have a say in what messages I receive and how I get them?

We definitely want to know your views on what communications you would like to receive from the school, how often and at what time of day. Please help us by completing the online survey at <https://www.surveymonkey.co.uk/r/AberdeenshireSchools>

Once installed and set up, the app offers a range of benefits including:

- Messages from the school delivered directly to the app
- Urgent text messages duplicated into the app
- Even if your children attend schools in different authorities, all messages can be received through the app
- Ability to reply to selected messages and complete satisfaction surveys via the app
- From early 2017, messages can be sent to more than one contact if required

To start receiving messages via the app:

- Make sure the school holds an up to date mobile number and email address. Contact the school if you need to change your details now or in the future.
- Visit your phone/tablet's apps store to download the *Groupcall Xpressions* app and follow set up guidance at <http://parents.groupcall.com/setup/>