

# 10 “Must Have” Requirements in EdTech Vendor Selection

## 1. Data Protection

Can they ensure robust data protection procedures are in place when acting as your data processor? Do they share a customised Agreement?

## 2. Compliance

Are they compliant with data protection law (e.g. GDPR, FERPA, APPs) including data breach notification? Have they registered with the Regulator?

## 3. Transparency

Do they support data transparency for your parent community (i.e. update Privacy Policies, targeted notifications)?

## 4. Data Ownership

Are they clear about who owns the data, the school's responsibilities, and how your data will be retained, transferred and deleted?

## 5. Security

Do they provide several layers of security in authentication and access? Do they conduct regular security audits?

## 6. Reputation

Do they have a long history of successfully serving schools and have they experienced any security/data breach incidents?

## 7. Employee Competency

Can they demonstrate their employees receive constant/annual training in privacy and security, and that they follow industry best practices (i.e., ISO)?

## 8. Scalability/Futureproof

Can they guarantee the service is easily scalable to meet the growing/changing needs of schools?

## 9. Industry Certifications

Can they demonstrate they have achieved global/industry standard certifications or reviews (i.e. ISO, Cyber Essentials Plus, ST4S)?

## 10. Fair Contract

Is their contract unfair and non-negotiable? (i.e., can only the supplier terminate without cause)?