



Blackout App Q&A

Question	Response
What if the child is off school on a particular day?	The app can be disabled easily.
Is enrolment mandatory or opt-in by the parents of each individual child?	Optional, however we strongly encourage it.
Has the school conducted a Data Protection Impact Assessment (DPIA) given the GDPR impact with children involved?	Yes.
I am not prepared for you to keep my child's phone overnight; this impacts on their safety travelling to and from school plus all homework seems to be online so counter productive . Can parents refuse to take part?	This is not something that can be refused, it will be part of the school's behaviour policy. The key element will be to stress to your child to have their phone off and in their bag. This will not be a point that is optional or able to be altered.
I have read many reviews that say it chews up battery with the app installed. Can you reassure me?	There are a small number of disgruntled reviews on the app store. The app company recognise they are introducing an app to school children – they will give bad reviews to discredit. The best way to save battery life? Phone off and in a bag 😊
Has Blackout had an external and independent security audit? If yes, when and by whom?	Yes, this is answered in the webinar.
Looking at reviews online there appears to be legal challenge as to whether the school has the right to enforce software installation.	We are not enforcing. However, the behaviour policy is being enhanced as a deterrent to phone use.
Are there clear differentiators between Blackout and 'screen downtime'?	Yes.
Why do you think it sensible to use very precious and limited resource for less than 5% of the school population? Wouldn't it be better to put the resource to additional teachers?	The cost of this is less than 4% of the cost of a teacher, which will benefit every teacher and student in the school. It is very affordable and is a one year pilot.
You've said that neither the school nor Blackout will be able to see anything on the students' phones. Just to be clear, by installing the app on a phone, is access to data in any app on the phone granted to Blackout Technologies or the school, even if it's not being actively viewed?	No.
We use Family Link and have just enabled the School Time function, blocking us between 08h45 and 15h00. We would like to opt-out given we already have achieved similar control.	We fully support this and it will do the same job as Blackout. Thank you for being engaged and proactive, it is great for your children and the school environment.
If a child is unwell and not able to attend school, will the app stop blocking at home?	You are able to disable the app manually.
My child's phone doesn't support the app, what are the options?	We know that many phones will have this. We continue to advocate any parent controls you can enforce and then make sure your child always has their phone off and in their bag.
Kids would be curious and might disable them by accident initially, how are you going to mitigate initial curiosity?	We have a one week settling in period.



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This seems like an MDM style app - can this be cleanly removed from a smartphone without wiping the phone?	Yes app is easily deleted, like any other app in the app store.
Can we object to our child taking part in this trial?	Yes. However, it must be clear that phones must be off and in bags at all times.
What about children who do not have phones?	BRILLIANT CHOICE!
Please can you confirm that if my year 7 child doesn't want to download the app, they won't be penalised during the trial?	They will not be penalised. They must of course follow the school policy of phones off and in bags.
How/when are you measuring if the trial has been a success?	We will be adjusting policy and practice ready for September. There will be a review in the second half of the Spring Term.
According to online reviews, the blackout app takes 20 minutes to refresh the phone once it is deactivated - how can they show their bus pass at 3.10pm if the phone is still in blackout mode?	We will monitor this on implementation. If needed, we will adjust the end time to 14:40/14:45
Is blackout GDPR compliant? Do they have an ISO27001:2022 certification?	Yes it is GDPR compliant. They are working towards this.
Which country is the data stored?	The UK and EU (Dublin)
If there is no enforcement by the school then surely this puts the pressure back to parents - which is really hard to enforce especially with older kids.	We understand there are tough conversations ahead. We fully believe these are challenges worth facing to remove temptation and distraction and build strong digital habits for the future.
When will the updated phone policy be shared (or where will it be shared). Thank you.	Once approved by Governors, before it comes into effect.
Can parents add time for the app to be used outside of school? In the evenings for example	Unfortunately, no. There are apps in the Apple phones where you can set this up for family members, or the Microsoft Family app for Android.