



GENERAL LETTER SENT BY INTOUCH

5th February 2019

Dear

Staying Safe Online

In line with our statutory safeguarding obligations we monitor all IT use across the Trust. I am writing to inform you that we are currently using a system called [Visigo](#) in all [Trust schools](#).

[Visigo](#) captures everything that a user types, which can even include items they subsequently delete. Because it works on keystrokes, Visigo looks at the language that's used regardless of what program the user is typing in, or how it's encrypted.

The captured text is examined by the unique [Visigo](#) artificial intelligence system, which uses machine learning to determine if there might be a safeguarding issue. Visigo continuously builds a profile of users, allowing the system to accurately interpret between a one-off event or a consistent pattern of behaviour.

User profiles are assessed for risk against a number of safeguarding topics. If there's any danger at all, [Visigo](#) will take a screenshot, and forward this to an expert human moderation team in the relevant school for immediate analysis. This is the Designated Safeguarding Lead in each school and their deputies. [Visigo](#) will contact the organisation in a way appropriate for the type of risk, their age, and type of organisation. For example, language that may be a little inappropriate for a 16 year old to use, may represent a safeguarding risk in a 9 year old user, and so the action taken will vary accordingly. The information is used to ensure our legal obligation to keep children safe while using the Trust's IT and to help prevent unlawful acts.

Kind Regards

Miss H Holmes, Designated Safeguarding Lead

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