



Privacy Policy

We are committed to protecting the privacy of the children, families, and schools we work with. This policy explains what information we collect, how we use it, and your rights.

1. Who We Are

We are SEN Connect, an independent education consultancy supporting children with Special Educational Needs and Disabilities (SEND), their families, and schools.

Our contact details are:

Email: senconnect24@gmail.com

Phone: 07724 328526

We act as the Data Controller, which means we are responsible for how your personal information is collected, stored, and used.

2. What Information We Collect

We may collect:

Parent/carer names, addresses, and contact details

Child's name, date of birth, school, and SEND information

Reports, assessments, and meeting notes

Payment and invoicing information

Website information (via contact forms, cookies, or emails)

Some of this information is considered sensitive (special category) data, such as SEND reports and assessments.

3. How We Collect Your Information

We collect information:

Directly from parents or carers

From schools, Local Authorities, or other professionals (with consent)

Through our website, emails, or forms



4. Why We Collect and Use Your Information

We use your information to:

Provide education consultancy and SEND support

Prepare reports and attend meetings

Communicate with families, schools, and professionals

Comply with safeguarding and legal obligations

Process invoices and payments

5. Our Legal Basis for Using Your Information

We process your information because:

You have given consent (especially for sensitive SEND information)

It is necessary to provide the services you have requested (contract)

We have a legal obligation (e.g., safeguarding or accounting)

6. Who We Share Your Information With

We may share information with:

Schools, Local Authorities, or other professionals, with your consent

Accountants or payment providers (for financial information only)

Secure cloud or email services that help us run our business

We do not sell your information

7. How We Keep Your Information Safe

We take your privacy seriously and keep information secure by:

Storing digital files on password-protected, secure devices and encrypted USB sticks

Locking paper records when not in use

Limiting access to only those who need it

Reports written by ourselves only contain the initials of the child and their age

8. How Long We Keep Your Information

Client records: up to 7 years after support ends (or as legally required)



Financial records: as required by law (typically 6 years)

Records are securely deleted or destroyed when no longer needed

9. Children's Data

We treat children's information with extra care. Parental consent is always obtained when we collect or share children's information.

10. Your Rights

Under GDPR, you have the right to:

Access your personal information

Correct any inaccuracies

Ask for your information to be deleted (where appropriate)

Restrict or object to how we use your data

Receive your data in a portable format

Withdraw consent at any time

To exercise these rights, please contact us at senconnect24@gmail.com

11. Complaints

If you are unhappy with how we handle your data, you can:

Contact us directly to raise a concern

Complain to the Information Commissioner's Office (ICO) at <https://ico.org.uk>

12. Cookies (Website)

If you use our website, we may collect cookies to improve your experience. You can manage cookies via your browser settings.

13. Changes to This Policy

We may update this policy from time to time. The "last updated" date at the top shows when changes were made.

Last updated: January 2026