



Privacy Policy

1. Who We Are

Nova SEND Services provides specialist SEND consultancy, training, tutoring, Education Otherwise Than At School (EOTAS), alternative provision support, education advice and professional development services. Nova SEND Services is registered with the Information Commissioner's Office (ICO) and processes personal data in accordance with the UK GDPR and the Data Protection Act 2018.

2. Information We Collect

We may collect contact details, organisation information, student educational information (including EHCPs and SEND information where necessary), billing information and website analytics information.

3. How We Use Information

To deliver services, communicate with clients, prepare reports, manage bookings, process invoices, fulfil safeguarding duties and improve our services.

4. Lawful Basis

We process data under Contract, Legal Obligation, Legitimate Interests and Consent. Special category data is processed only where permitted by UK GDPR.

5. Sharing Information

We do not sell your personal information. We will only share personal information where it is necessary to deliver our services, where you have provided consent, where we have a legal obligation to do so, or where sharing is required to protect a child or vulnerable adult.

6. Safeguarding

Where safeguarding concerns arise, confidentiality may be overridden to protect a child or vulnerable person.

Date last reviewed: 27.6.26

Next renewal date: 27.6.27

Created by: Alex Hayter on behalf of Nova SEND Services



7. Storage and Security

Information is stored securely using password protection, encryption where appropriate and secure cloud storage.

8. Retention

Records are retained only for as long as necessary to fulfil the purposes for which they were collected, to comply with legal, regulatory and safeguarding requirements, and in accordance with our Data Retention Schedule.

9. Your Rights

You have the rights of access, rectification, erasure (where applicable), restriction, objection, portability and to complain to the ICO.

10. Cookies

The website uses cookies and analytics. You can manage cookies through your browser.

11. Service users Information

Nova SEND Services works with children, young people, adults, families, educational settings, businesses and care providers. We only collect personal information that is necessary for the delivery of our services.

Where we process information relating to children, vulnerable adults or individuals with Special Educational Needs and Disabilities (SEND), we recognise that this may include special category data. Such information is processed only where there is a lawful basis under UK GDPR and is handled with the highest standards of confidentiality, security and care.

12. Contact

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact:

Nova SEND Services

Email: info@novasendservices.com

Date last reviewed: 27.6.26

Next renewal date: 27.6.27

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Telephone: 07837 333475

Website: www.novasendservices.com

If you have concerns about how we have collected, used or handled your personal information, please contact us in the first instance so that we can try to resolve the matter.

If you remain dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113