



Data Protection Policy

Purpose

This policy explains how Nova SEND Services complies with UK GDPR and the Data Protection Act 2018.

Scope

Applies to all personal information processed by Nova SEND Services.

UK GDPR Principles

Data will be processed lawfully, fairly and transparently; collected for specified purposes; limited to what is necessary; kept accurate; retained only as long as necessary; stored securely; and processed with accountability.

Roles

Nova SEND Services acts as the Data Controller.

Special Category Data

SEND, health and safeguarding information will only be processed where there is a lawful basis and appropriate condition.

Security

Records are password protected, securely stored and only accessible to authorised persons.

Data Sharing

Information is shared only where necessary, with consent where appropriate, or where safeguarding/legal obligations require.

Subject Access Requests

Requests will normally be responded to within one calendar month.

Data Breaches

Any suspected breach will be investigated promptly. Where required, breaches will be reported to the ICO within 72 hours and affected individuals informed where legally required.

Date last reviewed: 27.6.26

Next renewal date: 27.6.27

Created by: Alex Hayter on behalf of Nova SEND Services



Retention

Records are retained according to a Data Retention Schedule and securely destroyed when no longer needed.

Policy updates

Policies will be reviewed annually and whenever legislation changes.

Suggested Data Retention Schedule

Record	Retention
Enquiries	12 months
Tutoring records	6 years
Consultation records	6 years
Invoices	6 years
Safeguarding records	In line with statutory guidance