

Communicate-ed Privacy Notice

Communicate-ed is committed to protecting your personal information and handling it openly, securely and fairly.

This Privacy Notice explains what personal data we collect, how we use it, who we share it with, how long we keep it, and the choices available to you.

1. Who We Are

The Communicate Partnership, trading as Communicate-ed (“Communicate-ed”), is a partnership registered in England. Our registered office is at:

61 Switchback Road South Maidenhead Berkshire SL6 7QF

Communicate-ed provides professional training courses, membership services, online learning resources, conferences and educational materials. We are the data controller for the personal information covered by this notice.

If you have any questions about how your information is handled, please contact:

Katie Coles

Designated Data Protection Lead

katie@communicate-ed.org.uk

2. The Information We Collect

Depending on how you interact with us, we may collect:

- your name;
- email address;
- postal address;
- telephone number;
- job title and role;
- school, company or organisation details;
- course booking and attendance history;
- membership account information;
- online learner account information;
- payment and transaction details;
- downloadable resource request details;
- forum discussion content where you participate in the members’ area;
- professional contact details sourced from publicly available school or organisation websites for CRM updating and relevant service introductions;
- website technical data such as IP address, cookies and usage analytics.

For some face-to-face events or accessibility arrangements, we may also collect limited information about:

- dietary requirements or allergies;
- disabilities or reasonable adjustment needs.

3. Information Provided by Third Parties

In many cases, course bookings are made by schools, employers, colleagues or finance staff on behalf of the person attending the training. This means some contact and booking information may be supplied to us by a third party acting on your behalf.

In some cases, limited professional role-holder contact details may also be obtained from publicly available school or organisation websites in order to keep our CRM records accurate and ensure relevant services are directed to the correct SENCo or equivalent professional contact.

4. How We Use Your Information

We use personal data to:

- process course bookings and resource orders;
- create online learner accounts and issue login details;
- administer annual membership and member access;
- maintain records of training completed and issue certificates;
- respond to enquiries and provide customer support;
- deliver webinars, conferences and events;
- make reasonable accessibility arrangements where requested;
- process payments and maintain accounting records;
- send relevant professional updates, training information and occasional offers where permitted;
- maintain website security and usage analytics.

5. Why We Are Allowed to Use Your Information

Data protection law requires us to have a lawful reason for processing personal data. The table below sets out the main purposes for which we process personal data and the lawful basis we rely on for each.

Purpose	Personal Data Used	Lawful Basis
Processing course bookings and delivering training services	Identity, contact, employment information	Contract
Creating and administering online learner accounts	Name, email address, course completion data	Contract
Administering annual membership and member access	Identity, contact, membership and account information	Contract
Maintaining training completion records and issuing certificates	Identity, course history, completion data	Contract / Legitimate interests
Processing payments and maintaining accounting records	Name, contact, payment and invoice details	Contract / Legal obligation

Purpose	Personal Data Used	Lawful Basis
Delivering webinars, conferences and events	Name, email address, registration details	Contract
Making reasonable accessibility arrangements	Special category data: disability, dietary or adjustment information	Legal obligation / Substantial public interest
Responding to enquiries and providing customer support	Identity and contact information	Contract / Legitimate interests
Sending relevant professional updates and training information to existing customers	Name, role, email address	Legitimate interests
Email marketing newsletters where opted in	Name, role, email address	Consent
Introductory professional communications to relevant role holders sourced from public websites	Name, role title, school/organisation, work email	Legitimate interests
Website analytics and performance monitoring	Technical and usage data, IP address	Consent
Website security and spam prevention	Technical and browser information	Legitimate interests
Gated video resource access (Vimeo)	Name, email address, video engagement records	Contract / Legitimate interests

Where consent is relied upon, you may withdraw your consent at any time. This will not affect the lawfulness of processing carried out before withdrawal.

Where we collect disability, dietary or reasonable adjustment information, this is used only for the limited purpose of making appropriate arrangements.

6. Marketing Communications

Communicate-ed may send occasional information about relevant training courses, resources, conferences or professional updates by email or post.

Where you have actively opted in, we will use your stated preferences. Where you have previously booked services or engaged with us, we may occasionally contact you about similar Communicate-ed services unless you have opted out.

We may also send limited introductory professional email communications to relevant school-based role holders whose publicly available contact details have been added to our CRM for database accuracy and service awareness purposes.

You can unsubscribe from email marketing at any time using the unsubscribe link in our emails or by contacting us directly. We retain minimal suppression information to ensure opt-out requests are permanently honoured.

7. How Long We Keep Your Information

We will only retain personal data for as long as necessary for the purposes for which it was collected, including legal, accounting and regulatory requirements. The table below sets out the main retention periods that apply.

Type of Record	Retention Period
Delegate booking and course completion records	8 years from last booking activity
Website member account records	6 years from membership lapse
General customer contact records	8 years from last meaningful interaction
Prospective professional contacts sourced from public websites	Reviewed every 2 years; deleted or anonymised where no ongoing relevance or opt-out received
Website enquiries and contact form submissions	3 years from last contact unless converted to an active customer record
Downloadable resource registrations	3 years unless converted to a subscriber or customer relationship
Marketing subscriber records	Until unsubscribe or inactivity review
Marketing suppression / opt-out list	Retained indefinitely in minimal form to honour opt-out requests
Payment, invoicing and accounting records	7 years plus the current financial year
Special category adjustment or access data	Removed or securely deleted within 12 months of the relevant event or course unless an ongoing need exists
Email correspondence	Retained while operationally relevant and periodically reviewed
Venue delegate registers and event badges	Securely destroyed within 1 month of the event
Temporary spreadsheet exports and shared registers	Deleted within 3 months of task completion

Personal data may be retained longer where required by law or where necessary for the establishment, exercise or defence of legal claims.

8. How and Where We Store Your Information

Communicate-ed takes appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

These measures include:

- restricting access to personal data;
- password protection and secure storage;
- secure cloud services;
- software and security updates;
- staff and associate awareness;

- secure deletion procedures; and
- data breach procedures.

Some of the software providers we use may store or process personal data outside the United Kingdom. Where this applies, we seek to use reputable providers operating recognised safeguards for international data transfers, such as Standard Contractual Clauses (SCCs) or the UK International Data Transfer Agreement (IDTA). Details are included in the third-party table in Section 10 below.

9. Cookies and Website Technologies

Our website uses cookies and similar technologies in order to:

- operate the website;
- improve user experience;
- analyse website usage; and
- support website security.

When you first visit our website, you will be presented with a cookie banner allowing you to accept or manage non-essential cookies. You may change your cookie preferences at any time through your browser settings or the website cookie controls.

Our website uses Google Analytics to help us understand how visitors use the site. Some pages may also include embedded Vimeo video content, which may set third-party cookies.

Further information is available in our [Cookie Policy](#).

10. Sharing Your Information

We do not sell personal data.

We may share personal data where necessary with trusted third-party providers supporting our services. The table below lists the main providers we use, the services they provide, and where they are based.

Provider	Service	Location
Exe-Squared Limited	CRM hosting, website hosting, development and technical maintenance	UK
Stripe	Payment processing	USA
Digital Chalk (Sciolytix)	Online learning platform	USA
vTiger CRM	CRM database platform	Possible international hosting
Microsoft 365 (Outlook and SharePoint)	Business email and document storage	UK / EU / USA
pCloud	Cloud storage and file sharing	EEA
Dropbox	Shared file transfer and temporary storage	USA
Mailchimp	Marketing email distribution	USA
SendGrid (Twilio)	Transactional email delivery	USA

Provider	Service	Location
QuickBooks Online (Intuit)	Accounting software	USA
Zoom	Webinar delivery	USA
Whova	Virtual conference and event platform	USA
Google Analytics	Website analytics	USA
Vimeo	Gated video hosting and viewer registration	USA
Bishops Printers Ltd t/a The Mailing People	Direct mail printing and fulfilment	UK
Associate trainers	Course delivery support	UK

Where providers are based outside the UK, we rely on Standard Contractual Clauses (SCCs), the UK IDTA, or the provider's own internationally recognised data protection terms as the appropriate safeguard for the transfer.

We may also share personal data:

- where required by law;
- in connection with legal proceedings;
- to comply with regulatory obligations; or
- in connection with the sale, transfer or restructuring of the business.

11. Data Protection Complaints

If you have concerns about how Communicate-ed has collected, used, stored or otherwise handled your personal data, you may make a data protection complaint directly to us.

Complaints should be submitted by email to katie@communicate-ed.org.uk or by post to the address shown in this Privacy Notice. Please provide sufficient information to allow us to understand and investigate your concerns.

We will acknowledge receipt of your complaint within 30 calendar days and will investigate the matter as promptly as reasonably possible. Where additional information is required, we may contact you during the investigation process.

Once our investigation has been completed, we will provide a written response explaining our findings and any action taken. If we are unable to provide a full response promptly, we will keep you informed of progress.

If you remain dissatisfied following our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO). Further information is available at www.ico.org.uk.

12. Your Rights

Under UK data protection law, you have the following rights:

- the right to be informed about how we collect and use your personal data;
- the right to access the personal data we hold about you;

- the right to have inaccurate personal data corrected;
- the right to request deletion of your personal data where appropriate;
- the right to restrict or object to processing;
- the right to withdraw consent where consent is relied upon;
- the right to data portability in certain circumstances; and
- the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we handle your information.

Communicate-ed does not carry out automated decision-making or profiling.

We would always appreciate the opportunity to resolve concerns before you contact the ICO. Most questions can be resolved quickly by contacting us directly.

Further information about your rights is available at: ico.org.uk

13. Contact Us

For any privacy or data protection enquiries, please contact:

Katie Coles

Designated Data Protection Lead

katie@communicate-ed.org.uk

Postal Address: 61 Switchback Road South, Maidenhead, Berkshire, SL6 7QF

14. Changes to This Privacy Notice

Communicate-ed may update this Privacy Notice from time to time to reflect changes in law, guidance or business practices. The latest version will always be available on our website.

Last updated: June 2026