



Data Protection Policy

1. Purpose of This Policy

Roots Education Limited is committed to protecting the privacy, rights, and freedoms of all children, young people, families and professionals who share information with us. We handle sensitive information daily — including SEND-related data, assessments, reports and family details — and we take this responsibility seriously.

This policy explains how we collect, use, store, share, and protect personal data in line with:

- UK GDPR (2021)
- Data Protection Act 2018
- Information Commissioner's Office (ICO) guidance

Our approach is rooted in compassion, transparency, and respect — ensuring families feel safe, informed, and confident when working with us.

2. Scope

This policy applies to:

- All Roots Education Limited staff, directors, associates, and contractors
- All consultancy, assessment, coaching, training, and communication activities
- All personal data relating to children, families, professionals, and partner organisations

It covers both digital and paper-based information.

3. What personal data we collect

We collect only the information necessary to deliver high-quality SEND support. This may include:

- Child Information
- Name, date of birth, school, year group
- SEND needs, diagnoses, EHCP details
- Assessment information, reports, observations
- Communication needs and learning profiles
- Parent/Carer Information
- Names and contact details
- Relevant family context shared voluntarily
- Consent preferences



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Professional Information

- Teacher/SENCo contact details
- School reports or professional assessments
- Website & Communication Data
- Enquiry form submissions
- Emails and messages
- Session notes
- Website analytics (non-identifiable)

We do not collect unnecessary or excessive information.

4. Lawful Basis for Processing

Roots Education Limited processes data under the following lawful bases:

- Consent — when families choose to share information with us
- Contract — when delivering paid consultancy services
- Legal obligation — safeguarding, record keeping, responding to statutory agencies
- Vital interests — protecting a child at risk of harm
- Legitimate interests — providing SEND support and improving our services
- Special category data (e.g., SEND, health information) is processed under:
 - Explicit consent
 - Provision of health or social care
 - Safeguarding obligations

5. How We Use Personal Data

We use personal data to:

- Provide SEND consultancy, assessment, and support
- Communicate with families and schools
- Produce reports, recommendations, and action plans
- Support safeguarding and welfare
- Improve our services and website
- Maintain accurate records

We never use personal data for marketing without explicit consent.



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6. How we store & protect data

We use secure, encrypted systems to store digital data. Paper records (rarely used) are kept in locked storage.

- Security measures include:
- Password-protected devices
- Encrypted storage
- Restricted access (DSLs only for safeguarding records)
- Secure cloud-based systems
- Regular data protection training for staff

We do not store data on personal devices.

7. Data Sharing

We only share information when necessary and lawful.

We may share data with:

- Schools, SENCos, or professionals involved in the child's support
- Local authorities (e.g., safeguarding referrals)
- Health or social care professionals
- Parents/carers
- The police or emergency services (if a child is at risk)

We do NOT share data with:

- Third-party marketers
- Unrelated organisations
- Anyone without a lawful basis or consent

Safeguarding concerns override confidentiality.

8. Data Retention

- We retain data only for as long as necessary.
- Typical retention periods:
- SEND consultancy records: 3 years
- Safeguarding records: 6 years (statutory)
- Financial records: 6 years
- Emails: 2 years
- Reports: 3 years



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9. Your Rights

Under UK GDPR, individuals have the right to:

- Access their data
- Request correction
- Request deletion (unless safeguarding/legal obligations prevent this)
- Restrict processing
- Object to processing
- Withdraw consent
- Request data portability

Requests can be made by emailing info@rootseducation.co.uk.

We respond within one calendar month.

10. Data Breaches

If a data breach occurs, Roots Education Limited will:

- Act immediately to contain the breach
- Assess the risk
- Notify affected individuals where required
- Report to the ICO within 72 hours if the breach poses a risk to rights or freedoms

11. Website & Cookies

Our website (www.rootseducation.co.uk) may collect non-identifiable analytics data to improve user experience. We do not use intrusive cookies or tracking tools.

A full Website Privacy Notice is available online.

12. Policy Review

This policy is reviewed annually or sooner if:

- Legislation changes
- New systems or processes are introduced
- A data breach requires revision

13. Contact

For any data protection queries: email: hello@rootseducation.com

Directors: Lindsay Lakhani & Amelia Edrich