



SchoolPro TLC – Privacy Notice

Client Data

The following privacy notice sets out the right to information for individuals or organisations that purchase our services and are herein referred to as “clients”.

Our Name and Contact Details

SchoolPro TLC Ltd

Commercial House, 2 Abbeymead Avenue, Gloucester, GL4 5UA

<http://schoolpro.uk>

contact@schoolpro.uk

01452 947633

Data Protection Officer

SchoolPro TLC Ltd has voluntarily appointed a Data Protection Officer (DPO) as part of our commitment to strong governance and due to the sensitive personal data we process through our services, including Subject Access Request (SAR) redaction.

Our Data Protection Officer can be contacted at:

Email: dpo@schoolpro.uk

Address: SchoolPro TLC DPO, Commercial House, 2 Abbeymead Avenue, Gloucester, GL4 5UA

Telephone: 01452 947633

Categories of Personal Data That We Process

SchoolPro TLC processes the following personal data in relation to its clients:

- Personal Information (for all contacts at each client) – Name, Email Address, Contact Phone Number, Position
 - Organisation Information – School / MAT / Company Name, Address & Postcode, RSC Region, ICO Registration Number, Billing Email
 - Campaign Engagement Information – Campaigns Participated In, Emails Opened, Links Clicked Within Emails
 - Data Protection Compliance Information – School Data Ecosystem, School Data Map, School Data Protection Audit Reports.
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Source of Your Personal Data

We collect most personal data directly from you or your organisation during service onboarding, contract discussions, support interactions, or when you sign up to our mailing list.

In some cases, we may obtain contact details or organisational information from:

- publicly available sources (e.g., school websites, DfE or Companies House listings),
- third-party referrals, or
- Multi-Academy Trust central teams.

Where personal data is not collected directly from you, we only obtain information relevant to delivering our services or communicating with you as a client.

The Purposes of Processing Your Data

Your data is processed for the purposes of SchoolPro TLC conducting its core business with regards to the services that we provide to our clients. It may also be used to communicate with you about any upcoming initiatives or noteworthy education news and updates that are relevant to our core business, as well as marketing further SchoolPro TLC products or services.

Where we send email marketing communications, we do so in compliance with the Privacy and Electronic Communications Regulations (PECR). You may opt out of marketing at any time by clicking “unsubscribe” on our mailings or contacting us directly.

The Lawful Bases for Processing Your Data

We process client personal data under the following lawful bases of the UK GDPR:

Contract (Article 6(1)(b))

We process your personal data where it is necessary for entering into, managing, and delivering the services set out in our contract with you. This includes administrative communications, account management, providing consultancy, carrying out Subject Access Request (SAR) redaction services, and fulfilling other agreed service obligations.

Legitimate Interests (Article 6(1)(f))

We process certain client data on the basis of our legitimate interests in operating and improving our services, maintaining accurate records, ensuring service security, and communicating essential service updates. These interests are balanced carefully against your rights and freedoms.

Recognised Legitimate Interests (Article 6(1)(ea))

In specific circumstances defined within Annex 1 of the UK GDPR (as amended by the Data Use and Access Act 2025), we may rely on “recognised legitimate interests” for processing that supports safeguarding, emergency response, or disclosure to a public body performing a public task. This lawful basis does not require the standard balancing test but is used only where strictly necessary.

Statutory or Contractual Requirements

Providing certain personal data – such as contact details, organisational information, and billing details – is necessary for us to enter into and perform our contract with you. If this information is not provided, we may be unable to deliver the contracted services.

There are no statutory requirements compelling you to provide personal data to SchoolPro TLC.

Who We Share Your Data With

Your data is shared with a number of third-party service providers in order for us to carry out our core business. These are detailed as follows:

Our portal host – SchoolVue (UK) Ltd. Full details of their privacy notice and any further queries regarding their data protection practices can be found by contacting hello@schoolvue.co.uk.

Our IT Support company – Webnetism. Full details of their privacy notice can be found here <https://www.webnetism.com/privacy-policy> and they can be contacted here for any further queries regarding their data protection practices: dataprotection@continental.co.uk. They can also be contacted by phone on 01452 855558 or at their post to Webnetism, Herrick Way, Staverton Technology Park, Cheltenham, GL51 6TQ.

Our website (including training platform) host – MemberHost LLC. Their Data Processing Agreement is available at <https://memberhost.io/dpa>. For any data protection queries relating to their hosting or processing activities, MemberHost can be contacted via hello@memberhost.io.

Our website developer – MemberFix. Details of their data protection processes can be found in their Terms and Conditions which are located here <https://memberfix.rocks/terms-conditions/>. Further details regarding their data protection practices can be found by contacting support@memberfix.rocks or via <https://memberfix.rocks/contact/>.

Our marketing / mailing software provider – Mailchimp. Full details of their data protection compliance and privacy notices can be found here <https://www.intuit.com/privacy/statement/>. Their Data Protection Officer / legal representative is Bird & Bird GDPR Representative Services UK who can be contacted by post at 12 New Fetter Lane, London, EC4A 1JP, United Kingdom. They can also be contacted here: <https://www.intuit.com/privacy/submit-a-question/>

Our Client Resource Management tool – Zoho CRM. Full details of their data protection compliance and privacy notices can be found here <https://www.zoho.com/privacy.html>. Their Data Protection Officer can be contacted by emailing dpo@zohocorp.com or by post at Data Protection Officer, Zoho Corporation BV, Hoogoorddreef 15, 1101 BA Amsterdam, The Netherlands.

Our Cloud Service Provider – Office 365. Full details of their data protection compliance and privacy notices can be found here <https://products.office.com/en-gb/business/office-365-trust-center-privacy>. Their Data Protection Officer can be contacted by filling out the webform at <https://aka.ms/privacyresponse>, by post at Microsoft EU Data Protection Officer, One

Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland, or by telephone on +353 (0) 1 295-3826.

International Transfers of Personal Data

Where we transfer personal data outside of the UK, we ensure that appropriate safeguards are in place in accordance with the UK GDPR and the Data (Use and Access) Act 2025.

Mailchimp (Intuit)

Mailchimp stores data in the United States. Transfers are protected through the UK Extension to the EU–US Data Privacy Framework or, where required, the UK Addendum to the EU Standard Contractual Clauses, together with a UK Transfer Risk Assessment. For more information regarding Mailchimp’s transfer of data and to view their certification, visit <https://www.intuit.com/privacy/statement/>.

Zoho CRM

Zoho may store data in the United States, the EEA, or other regions in which they operate. Transfers outside the UK are governed by Zoho’s binding intra-group agreements based on approved Standard Contractual Clauses. For more information regarding this, visit <https://www.zoho.com/privacy.html>.

MemberHost (Website and Training Platform Hosting)

Our website and training platform are hosted by MemberHost, a US-based hosting provider. As MemberHost is located outside the UK, transfers of personal data to them are safeguarded through the use of appropriate transfer mechanisms. These include the UK Addendum to the EU Standard Contractual Clauses (SCCs) and MemberHost’s published Data Processing Agreement, which sets out their technical and organisational measures and data protection obligations. For further details, please see: <https://memberhost.io/dpa>.

Other Providers

Where we transfer personal data to any other provider outside the UK, transfers are made only where:

- an adequacy regulation exists, or
- approved International Data Transfer Agreements (IDTA) or Addendums are in place, and
- the “data protection test” introduced under the DUAA is satisfied to ensure an essentially equivalent level of protection for your data.

We monitor international transfer arrangements regularly to ensure ongoing compliance.

Technical and Organisational Security Measures

SchoolPro TLC implements appropriate technical and organisational measures to protect the personal data we process. These include secure access controls, encryption, system monitoring, regular software updates, and secure data storage within our trusted service

providers, including our Compliance Portal (powered by SchoolVue UK Ltd), WordPress training platform, and Microsoft 365. Detailed technical measures are outlined in our Data Processing Agreement (DPA).

Retention Periods for Your Personal Data

We retain your personal data for as long as the contract between SchoolPro TLC Ltd and you as our client, it is useful for the legitimate interests of our company, it is identified as inaccurate, or you withdraw your consent to us communicating with you.

At the termination of the contract, data is retained within our systems for an additional calendar month to allow for data to be retrieved before it is removed/deleted.

Automated Decision-Making and Profiling

SchoolPro TLC does not use your personal data for automated decision-making or profiling that produces legal or similarly significant effects.

The Rights Available to You in Respect of the Processing of Your Personal Data

You have the following rights in respect of the processing of your personal data by SchoolPro TLC:

- Right to be informed – this gives you the right to be informed about the collection and use of your personal data by SchoolPro TLC. This information is included within this Privacy Policy.
- Right of access – you have the right to confirm that SchoolPro TLC is processing your personal data, as well as requesting a copy of the personal data that is held on you as a data subject.
- Right to rectification – this gives you the right to have your data rectified if you identify that it is inaccurate. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is rectified within one calendar month unless we feel that a rectification request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- Right to erasure – this gives you the right to have your data erased – ‘the right to be forgotten’. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. We will ensure that your data is erased within one calendar month unless we feel that an erasure request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.
- Right to restrict processing – this gives you the right to have your data restricted or suppressed. This may mean that we retain your personal data but do not use it. You may do this verbally or in writing by contacting us directly (see our contact details above) or

through social media. We will ensure that your data is restricted within one calendar month unless we feel that a restriction request is manifestly unfounded or excessive. In this case, we will notify you and justify our decision.

- Right to data portability – this gives you the right to obtain and reuse your personal data for your own purposes across different services. If you request your data from us for this purpose, we will provide you only with the information you have provided to us as controller and will make it available in the CSV format.

The Right to Withdraw Consent

You have the right to withdraw your consent for the processing of your personal data by SchoolPro TLC at any time unless doing so prevents us from fulfilling a contract we are currently engaged in. You may do this verbally or in writing by contacting us directly (see our contact details above) or through social media. You may also opt out of our marketing emails by clicking the “unsubscribe” link at the bottom of our marketing emails.

The Right to Lodge a Complaint with the Supervisory Authority

If you have concerns about our information rights practices, you have the right to lodge a complaint with the Information Commissioner’s Office at <https://ico.org.uk/make-a-complaint/>.