PRIVACY NOTICE

Electronic Communications

Document Version Control

Version	Date	Description of changes and person/organisation responsible
1.0		Privacy statements created from combined version
1.1	21/10/2026	New logo added
1.2	21/10/2026	Adjustment to clarify client processor relationship

Privacy Notice: How We Use Information in Electronic Communications

This notice explains how SchoolPro TLC Ltd collects and uses personal information contained in electronic communications. This includes emails, online forms, messages, attachments and related records, whether received directly from you or created as part of our response.

SchoolPro TLC Ltd is the data controller for this processing where we are not acting on behalf of a client organisation, where we would assume processor status.

The Information We May Process

your name, contact details and the organisation you represent or are connected with;
the content of communications and any attachments;
information about other people included in or relevant to the correspondence;
records of our responses, decisions and actions; and
relevant technical and administrative information, including dates, times, email addresses and delivery information.
Please avoid providing personal information that is not necessary for us to understand or respond to the matter.

Why We Collect and Use This Information

receive, review and respond to communications;
understand and manage enquiries, concerns or complaints;
maintain accurate records of communications, decisions and actions;
verify information and establish the relevant facts;
protect the rights, safety and legitimate interests of SchoolPro, our people, clients and others;
obtain professional, regulatory, insurance or legal advice;
establish, exercise or defend legal claims; and
comply with legal and regulatory obligations.

Our Lawful Bases

Legitimate interests (Article 6(1)(f) UK GDPR). We process personal data where necessary to communicate effectively, maintain appropriate records, manage concerns and complaints, protect our people and business, and establish, exercise or defend legal claims. We consider these interests against the rights and freedoms of the individuals concerned.

Legal obligation (Article 6(1)(c) UK GDPR). We may process information where this is necessary to meet a legal or regulatory requirement.

Special category or criminal offence information. Where correspondence includes this type of information, we will process it only where necessary and where an additional condition under data protection law applies. This may include processing required for legal claims or for reasons of substantial public interest where applicable.

How We Obtain the Information

We usually receive information directly from you. We may also receive relevant information from:

people included or referred to in the correspondence;
a SchoolPro client or service provider;
your employer or another organisation connected with the matter;
our professional advisers; or
publicly available sources, where necessary to understand or respond to the matter.

Who We May Share Information With

Access is limited to SchoolPro personnel who need the information to manage or respond to the matter. Where necessary and proportionate, we may share relevant information with:

the SchoolPro client or organisation connected with the matter;
our IT and communications service providers;
professional advisers and insurers;
regulators, law-enforcement bodies or public authorities; and
courts, tribunals or other parties involved in legal proceedings.
We do not sell personal data obtained through electronic communications.

How Long We Keep the Information

We normally retain electronic correspondence for two years. We may retain relevant correspondence for longer where we reasonably believe it may be required for a legal claim, complaint, regulatory matter or investigation. In those circumstances, we may retain it for the applicable statutory limitation period, and longer where proceedings or an investigation remain ongoing or another legal requirement applies.

When information is no longer required, it will be securely deleted or disposed of in accordance with our retention arrangements.

International Transfers and Security

We use appropriate technical and organisational measures to protect personal data. Electronic communications may be processed using trusted technology and cloud service providers. Where personal data is transferred outside the UK, we use an appropriate safeguard or another transfer mechanism permitted by data protection law.

Your Data Protection Rights

Depending on the circumstances, you may have the right to:

be informed about how your personal data is used;
request access to your personal data;
ask us to correct inaccurate or incomplete information;
request erasure or restriction of processing;
object to processing based on legitimate interests; and

complain about how your personal data has been handled.
These rights are not absolute. We may continue to retain or process information where we have an overriding lawful reason, including compliance with a legal obligation or the establishment, exercise or defence of legal claims.

Complaints

If you have a concern about how we use your personal data, please contact us first so that we can investigate. If you remain dissatisfied, you may complain to the Information Commissioner's Office (ICO).

ICO website: https://ico.org.uk/make-a-complaint/

Contact Us

SchoolPro TLC Ltd
Commercial House, 2 Abbeymead Avenue, Gloucester, GL4 5UA
Email: dpo@schoolpro.uk
Telephone: 01452 947633
Website: https://schoolpro.uk

Last Updated

This notice was last updated on 21 October 2026. We may update it periodically and recommend that you revisit the published version from time to time.