

Include-ed Privacy Notice

Background

Include-ed Limited 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

Include-ed Limited is a company registered in England and Wales under company number 10070095.

Registered Office:

61 Switchback Road South Maidenhead Berkshire SL6 7QF

Postal Address:

20 Loosen Drive Maidenhead SL6 3UR

Designated Data Protection Lead: Katie Coles

Email: katie@include-ed.org.uk

Include-ed is a sister organisation of Communicate-ed. We work closely together in the delivery and administration of SEND, access arrangements and related training services, and personal data may be shared between the two organisations where necessary for these purposes. Further details are set out in Section 10 below.

2. What Personal Data Do We Collect?

We may collect some or all of the following personal data:

- name;
- title;
- date of birth;
- gender;
- signature;
- photographic identification;
- home and work address;
- email address;
- telephone number;
- employer and job role;
- work history and qualifications;
- payment information;
- technical information including IP address and browser information;

- special category personal data relating to disabilities, learning difficulties, health conditions or access requirements where required in order to provide reasonable adjustments;
- dietary requirements or allergies for face-to-face events;
- assessment materials and course submissions.

We collect personal data:

- directly from you;
- via application or contact forms on our website;
- through course enrolment processes;
- through communications with you;
- from publicly available professional sources such as school or organisational websites where appropriate; and
- automatically through website technologies including cookies and analytics tools.

3. Information Provided by Third Parties

In some cases, course bookings are made by schools, employers, colleagues or finance staff on behalf of the person attending the training. Some application forms also ask for line manager details to act as a reference. This means some contact and booking information may be supplied to us by a third party acting on your behalf.

4. How We Use Personal Data

Under the Data Protection Legislation, we must have a lawful basis for processing personal data.

We may use your personal data for the following purposes:

Purpose	Personal Data Used	Lawful Basis
Course enrolment and administration	Identity, contact, employment and qualification information	Contract
Delivering accredited and non-accredited courses	Identity and contact information	Contract
Assessment and moderation	Assessment materials, identity information, reasonable adjustment information	Contract
Registering learners with awarding or endorsing bodies	Identity and contact information	Contract / Legal obligation
Providing reasonable adjustments	Special category data relating to disabilities or access requirements	Legal obligation and substantial public interest
Processing payments	Payment and contact information	Contract

Purpose	Personal Data Used	Lawful Basis
Sending course materials and resources	Contact information	Contract
Communicating with learners and customers	Identity and contact information	Contract and Legitimate Interests
Email marketing and newsletters	Name, role, email address	Consent
Relevant follow-up communications relating to completed courses or professional updates	Name, role, email address	Legitimate interests
Sharing delegate and customer information with our sister organisation Communicate-ed for customer relationship management, record keeping, administration, and relevant marketing communications relating to SEND, access arrangements, and associated training services.	Name, email address, postal address, phone number, organisation, role title, course history, communication preferences.	Legitimate interests
Embedding video content (YouTube) on our website	Technical and usage information via YouTube cookies	Consent
Website security and spam prevention	Technical information and browser/device information	Legitimate interests
Website analytics and improvement	Technical and usage information	Consent

Where consent is relied upon, you may withdraw your consent at any time.

Include-ed will never send unlawful marketing communications or spam.

5. How Long We Keep Personal Data

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.

Retention periods may include:

Type of Data	Retention Period
Accredited course completion records	Retained indefinitely where necessary to verify qualifications, confirm certification history and protect the integrity of accredited qualifications
Contact information	Retained while required for course administration, communications or subscription purposes
Financial and transaction records	Normally retained for 7 years
Assessment materials	Normally retained for up to 1 year after certification

Type of Data	Retention Period
Reasonable adjustment information	Normally retained for up to 6 years after course completion
Photo identification	Original photo identification is deleted from our website systems as soon as an assessor is assigned (normally within 3 months). Where a copy is transferred to an assessor as part of the assessment process, only a partial copy (photograph only, with name removed) is retained, and this is deleted within 1 year of certification.
Website analytics data	Retained in accordance with analytics and cookie settings

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

6. How and Where We Store Personal Data

Include-ed takes appropriate technical and organisational measures designed 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 training;
- secure deletion procedures; and
- data breach procedures.

Where personal data is transferred outside the UK, Include-ed ensures that appropriate safeguards are in place, including adequacy regulations, the UK International Data Transfer Agreement (IDTA), or the UK Addendum to the EU Standard Contractual Clauses where appropriate.

7. Sharing Personal Data

We do not sell personal data.

We may share personal data where necessary with trusted third parties including:

Recipient	Purpose	Location
Stripe	Payment processing	USA
Digital Chalk (Sciolytix)	Online learning environment	USA
YouTube	Embedded video content	USA
Google Analytics	Website analytics	USA

Recipient	Purpose	Location
Google reCAPTCHA	Website security and spam prevention	USA
Exe-Squared Limited	Website hosting and technical support	UK
Microsoft 365 (including Outlook and SharePoint)	Email, document storage and collaboration	UK/EU
pCloud	Cloud storage	EEA
Mailchimp	Email marketing and mailing lists	USA
Intuit QuickBooks Online	Accounting services	UK
Zoom Video Communications	Webinar hosting	USA
Bishops Printers Limited t/a The Mailing People	Printing and mailing fulfilment	UK
Qualifi Limited	Awarding body services	UK
CIEA	Endorsing body services	UK
Course Assessors and Moderators	Assessment and moderation services	UK

We may also share personal data with our sister organisation, Communicate-ed, a partnership registered in England, whose registered office is at 61 Switchback Road South, Maidenhead, Berkshire, SL6 7QF.

Include-ed and Communicate-ed work closely together in the delivery and administration of SEND, access arrangements, and related training services. Personal data may therefore be shared between the organisations for customer relationship management, course administration, record keeping, administration of training history, and sending relevant professional updates, resources, services, and training opportunities where permitted under Data Protection Legislation.

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.

8. Marketing Communications

Include-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 services unless you have opted out.

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.

9. Data Protection Complaints

If you have concerns about how Include-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@include-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.

10. Your Rights

Under the Data Protection Legislation, you have the following rights:

- the right to be informed about our collection and use of 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 processing;
- the right to object to processing;
- the right to withdraw consent where consent is relied upon;
- the right to data portability in certain circumstances; and
- rights relating to automated decision-making and profiling.

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

You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we use your personal data. We would, however, appreciate the opportunity to resolve concerns before you contact the ICO (see section 9 above).

11. Cookies and Website Technologies

Our Site uses cookies and similar technologies in order to:

- operate the website;
- improve user experience;
- analyse website usage;

- support website security; and
- provide embedded content.

When you first visit Our Site, 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 cookie preferences tools where available.

Our Site uses Google Analytics to help us understand how visitors use the website.

Our Site also uses Google reCAPTCHA on certain forms in order to help prevent spam, automated submissions and misuse of website forms. reCAPTCHA analyses technical information relating to your device, browser and interaction with the website in order to determine whether a visitor is a human user.

Embedded content such as YouTube videos may also place third-party cookies. YouTube is operated by Google LLC and servers may be located in the United States; data is processed in accordance with Google's privacy policy and Standard Contractual Clauses apply.

Further information can be found in our [Cookie Policy](#).

12. Contacting Us

For any privacy or data protection enquiries, please contact:

Katie Coles

Designated Data Protection Lead

Email: katie@include-ed.org.uk

Postal Address: 20 Loosen Drive Maidenhead SL6 3UR

13. Changes to This Privacy Notice

Include-ed Limited may update this Privacy Notice from time to time in order to reflect changes in law, guidance or business practices.

The latest version will always be available on Our Site.

Last updated: June 2026