

# Privacy Policy — Parents & Students

22 Jul 2026, 4 min read

**Operated by:** Nudge Education Ltd · **Version:** Jul 2026 · **Owner:** Data Protection Officer

Privacy Policy: Parents and Students Last Updated: 22/7/2026

Date of next review: 6/12/2026

Version: v1.2 Classification: Public Author: Data Protection Lead

**Who we are** We're Nudge Education Limited. We help young people get back into learning. We are responsible for looking after your personal information (we are the "data controller"). Our address is Sirius House, Amethyst Road, Newcastle upon Tyne, NE4 7YL.

**How to contact us about privacy**

- Data Protection Lead (day-to-day help): [privacy@nudgeeducation.co.uk](mailto:privacy@nudgeeducation.co.uk) / 07958 440 937.
- Independent Data Protection Officer (DPO): Data Protection People – 0113 869

1290.

1. **What information we collect** We only ask for what we need to support the student well. This may include:

- Names and contact details for the student and parent/guardian.
- Information about education and support (referral details, plans, session notes, progress).
- Health or other sensitive details when needed to plan safe, appropriate support (for example, SEND or mental health).
- Safeguarding information if we are worried someone may be at risk.
- Sometimes information about criminal offences if strictly needed for safeguarding.

**Where we get it:** from you, and from referrals made by the local authority, school or other services (they share information with us so we can help).

If someone refers you to us — for example a local authority commissioner or a school SENCo — we may receive information about you and your child before we have spoken to you. When that happens, we will contact you directly, normally at our first contact with you and always within a month, tell you what we have received and who from, and point you to this notice.

Where a local authority or school commissions your child's place, the commissioner may act on your behalf for some parts of the process — for example completing referral forms or giving consents connected with the running of the placement. Some things can only ever come from you, such as consent for photos and publicity, and for those we will always ask you directly.

2) Why we use your information Our job is to assess needs, plan the right support, deliver sessions, and keep people safe. In simple terms, the law lets us use information because:

- it's in everyone's interests for us and the commissioner (e.g., the local authority) to provide effective support;
- we may need to use health/safeguarding information to protect people and deliver appropriate help;
- in an emergency, we can share information to protect someone's life.

We don't rely on a contract with the student or parent for our core work.

Photos/testimonials for publicity are optional. We only use them with your consent. You can say no, or change your mind later.

3. Who we share information with We share only what's necessary, with:

- the commissioner/referrer (e.g., local authority or school) to report progress;
- Nudge practitioners and any specialist providers involved in the plan;
- authorities (e.g., local authority, police, NHS) if we must by law or to keep someone safe;
- trusted IT/service providers who help us run secure systems (they must keep your data safe and act on our instructions).

We never sell your information.

4. How long we keep information

- If the student starts a programme: we usually keep the file for 6 years after the programme ends (sometimes longer if needed for safeguarding or legal reasons).
- If a referral doesn't go ahead: we delete the information within 28 days.

Then we delete it safely or anonymise it. 5) Your choices and rights You (or your parent/guardian) can:

- See the information we hold about you.
- Ask us to fix anything that's wrong.
- Ask us to delete information (we'll do this when the law allows).
- Ask us to limit how we use it, or to object to some uses.
- Withdraw consent for things like publicity photos at any time.

We'll reply within one month. Email [privacy@nudgeeducation.co.uk](mailto:privacy@nudgeeducation.co.uk) or contact our DPO (see above).

If you're unhappy with how we handle information, you can also contact the Information Commissioner's Office (ICO): [ico.org.uk](https://ico.org.uk) / 0303 123 1113.

6. How we keep information safe We use strong security measures (for example: access controls, encryption where supported, staff training, and strict contracts with our suppliers). We also keep a special policy document for sensitive/safeguarding data.
7. Safeguarding If we believe a child or adult is at risk of significant harm, we will share information with the right services to protect them. We will tell you when we do this unless it would increase the risk.
8. Changes to this guide We update this guide if our services or the rules change, and we'll post the latest version on our website.

## Document control

| Field   | Value                   |
|---------|-------------------------|
| Version | Jul 2026 (v1.2)         |
| Owner   | Data Protection Officer |

| Field  | Value |
|--------|-------|
| Status | live  |