Website Privacy and Cookies Policy

Phoenix ND Education Ltd | Updated 5 October 2026

1. About this policy and contact details

Phoenix ND Education Ltd respects your privacy. This notice explains how we handle information from website visitors and people who enquire about our services. Education, referral and safeguarding records require additional privacy information, provided through the relevant service arrangements.

Phoenix ND Education Ltd is the controller for the processing described here. We comply with the UK GDPR, Data Protection Act 2018 and applicable amendments, and the Privacy and Electronic Communications Regulations.

For privacy questions, rights requests or complaints, contact Eloise Barnett, Phoenix ND Education Ltd, PINE, Water Lane, Cromford, Derbyshire, DE4 3QH. Email: eloise.barnett@phoenixndeducation.co.uk. Telephone: 07525 437294.

2. Information we collect and use

Enquiries may include names, contact details, an organisation or relationship to a young person, and information supplied in correspondence. We use this to answer questions, discuss provision, arrange visits and maintain appropriate correspondence records. We may receive relevant information from parents, carers, schools, local authorities or professionals.

Please provide only information needed for an initial enquiry. Contact us to agree a suitable method for sending EHCPs, detailed medical information or safeguarding documents. Where information raises a safeguarding concern, we may use and share it to protect someone from harm.

Website services process technical information such as IP addresses, browser and device details, access times and error logs to operate and secure the website. Optional analytics help us understand website use and improve content and accessibility, subject to visitor consent.

3. Lawful bases

For general enquiries and website administration, we ordinarily rely on legitimate interests: responding to enquiries, managing our services and maintaining a secure, effective website. We assess necessity and balance these interests against individual rights.

Where applicable, we rely on contract to take requested steps before entering a contract with an individual or fulfil that contract, and legal obligation to meet legal requirements. The basis for education and safeguarding processing depends on its purpose and is explained through the relevant privacy information.

We rely on consent for optional website tracking and promotional communications where required. Consent can be withdrawn at any time. Health, disability and other special category information also require an applicable additional processing condition; supplying it does not authorise unrestricted use.

4. Providers and information sharing

Our website is built and hosted on Wix, which also manages the domain DNS records. GoDaddy is the domain registrar. Domain registration alone does not give GoDaddy access to website enquiry submissions. Wix processes information needed to operate and secure the website and, depending on enabled features and cookie choices, form submissions and analytics information.

Relevant staff and service providers access information only as needed for their roles. Referral discussions may involve parents or carers, commissioning schools, local authorities and involved professionals. Relevant information may also be shared with safeguarding agencies, emergency services, regulators or legal advisers where there is a lawful reason. Consent is not required for every lawful disclosure. We do not sell personal information.

Technology providers may process information outside the UK. Transfers subject to UK transfer rules require an appropriate mechanism, such as UK adequacy regulations or approved contractual safeguards. Contact us for details of the safeguards applicable to your information.

5. Security and retention

We use appropriate organisational and technical measures to protect personal information against loss, misuse and unauthorised access. No internet service can guarantee complete security.

For enquiries that do not lead to a service, retention depends on whether the enquiry remains active, follow-up is reasonably expected, or a record is needed for a complaint, dispute or legal obligation. We delete information when these reasons no longer apply. Relevant information from enquiries that become placements follows the applicable service-record retention arrangements. Technical logs are retained for their security and operational purposes. Cookie durations are set out in the detailed cookie information. Contact us for retention information about a particular record.

6. Communications, rights and complaints

Replies to enquiries and communications about requested or existing services are separate from marketing. Promotional emails or texts requiring consent will only be sent with that consent. You can unsubscribe or contact us to stop them without affecting access to services.

Depending on the circumstances, individuals have rights of access, correction, erasure, restriction and data portability. They may object to processing based on legitimate interests and can always object to direct marketing. Consent can be withdrawn without affecting earlier lawful processing. Some rights have limits, including where records must be retained for legal obligations or claims.

Contact us to exercise rights. We normally respond within one calendar month, subject to applicable legal extensions or provisions. We may need to verify identity or authority, especially for requests concerning a young person.

Data protection complaints can be made by email, telephone or post. We will acknowledge them within 30 days, investigate appropriately, provide updates where needed and communicate the outcome without unnecessary delay. You may also complain to the Information Commissioner’s Office: ico.org.uk/make-a-complaint/ or 0303 123 1113.

7. Cookies, analytics and embedded maps

Cookies and similar technologies store or access information on a device. They can support security, remember preferences, measure website use or enable embedded content. Cookie identifiers and related information may be personal data.

Essential technologies operate without consent only where a relevant legal exemption applies. Our approach is to request consent before activating optional analytics or other non-exempt tracking. Optional categories are not enabled by default, and continuing to browse does not constitute consent.

Embedded maps may disclose technical information, such as IP addresses, to an external provider and involve cookies or tracking. Where consent is required, maps remain blocked until it is given. A placeholder may appear; our postal address remains available without the map. The map provider's privacy information also applies. Our website does not include embedded videos.

Visitors can accept or reject optional cookies and revisit their choices through the website cookie settings. Declining them does not prevent access to the main website or contact details, although some features may not appear. Withdrawing consent stops future optional tracking controlled by our website; existing cookies may also need removal through browser settings.

The detailed cookie information must identify the actual technologies used, their providers, purposes and durations.

8. External websites and policy updates

External websites have their own privacy arrangements. Read their notices before supplying information. We review this policy when services, technologies or relevant requirements change and publish the current version with its updated date. Material changes to the use of existing information will be brought to affected individuals' attention where appropriate.

Publication check — remove after completion

Confirm the analytics and map providers; scan the live website and add the verified cookie names, providers, purposes and durations to the cookie settings or a linked cookie table. Test that optional tracking and relevant map embeds are blocked until consent, and that consent can be withdrawn. Verify provider transfer safeguards and ensure the additional pupil/parent privacy information is available through referral arrangements.