



Privacy Policy

Last Updated: 10 February 2026

Company: Hendra Education Ltd

Registered Office: Unit 7 Kestral Road, Mansfield, Nottinghamshire, England, NG18 5FT

Company Number: 16737034

Contact: info@hendra.ai



1. Introduction

Hendra Education Ltd (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you:

- Visit our website
- Register as a student, parent/guardian, tutor or staff member
- Apply for a role or programme
- Interact with us remotely (via online platforms, email, other digital services)

We are a UK-based, remote education service and are committed to compliance with:

- **UK General Data Protection Regulation (UK GDPR)**
- **Data Protection Act 2018**
- Relevant education regulators and guidance (e.g., Department for Education best practices, exam board requirements, Ofqual frameworks where relevant).

Where we refer to “personal data” or “personal information,” this means information that can identify you directly or indirectly.

2. The Personal Data We Collect

2.1. Identity & Contact Data

Collected when you register or communicate with us:

- Full name
- Email address
- Telephone number
- Postal address
- Emergency contact details
- Date of birth



2.2. Student Records

For learners and applicants:

- Education history and qualifications
- Academic assessments, progress reports, grades
- Attendance records
- Special educational needs information
- Tutor/mentor notes where applicable
- EHCP records

2.3. Account and Online Usage Data

Collected automatically or through our systems:

- Login credentials
- IP address, browser type, device information
- Website and platform usage data
- Cookies and similar technologies

2.4. Financial and Transaction Information

For billing and payments:

- Bank details (where required for payments)
- Payment history
- Invoicing information

2.5. Recruitment and Staff Data

When applying or working with us:

- CV and employment history
- References
- Right-to-work documentation
- Safeguarding checks

How We Use Your Personal Data

We use personal data for lawful purposes only and in line with UK GDPR. These include:

3.1. To Provide Education Services

- enrolment and progress tracking
- communication with students, commissioners, parents/guardians and tutors
- assessment and feedback
- certification and reporting

3.2. Support and Customer Service

- answering enquiries
- providing technical, academic or administrative support

3.3. Operations and Compliance

- regulatory reporting (e.g. to government or recognised bodies)
- compliance with legal and safeguarding obligations
- internal record-keeping

3.4. Marketing and Updates (where consented)

With your consent, we may send:

- newsletters
- promotional materials
- event invitations

You can opt-out at any time.



4. Legal Bases for Processing Your Data

We process personal data based on one or more of the following legal bases under UK GDPR:

1. **Contractual necessity** — performance of our service agreement with you.
2. **Legal obligation** — to comply with law (e.g., safeguarding, statutory education reporting).
3. **Legitimate interests** — e.g., service improvement, prevention of fraud*, security and safety.
4. **Consent** — where you have clearly agreed (e.g., direct marketing, optional surveys).

*We balance our interests with your rights and do not process personal data where those rights outweigh our interests.

5. Who We Share Your Data With

We may share personal information with:

- **Education and assessment partners**
- **Regulators, law enforcement and statutory bodies**
- **IT service providers and cloud platforms** supporting our services
- **Payment processors and financial institutions**
- **Professional advisors** (legal, HR, accounting)
- **Safeguarding specialists**
- **Parents/Guardians or authorised representatives** (as appropriate)

We require all third parties to maintain appropriate safeguards.



6. International Transfers

We may transfer personal data outside the UK only where:

- a UK GDPR adequacy decision applies
 - appropriate safeguards are in place (e.g., standard contractual clauses)
 - explicit consent has been obtained (where required)
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7. How We Secure Your Data

We use appropriate technical and organisational measures including but not limited to:

- encryption in transit and at rest
 - secure access controls and authentication
 - data minimisation and retention policies
 - staff training on data security and confidentiality
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8. Data Retention

We retain personal data only as long as necessary for:

- the purposes it was collected
- compliance with legal, regulatory and contractual obligations
- safeguarding and dispute resolution

Specific retention schedules are maintained internally and reviewed regularly.



9. Your Rights

Under UK GDPR you have rights including:

- **Access** — request a copy of your personal data
- **Rectification** — correct inaccuracies
- **Erasure** — request deletion (in certain circumstances)
- **Restriction of Processing**
- **Data Portability**
- **Object** to processing
- **Withdraw Consent** — where processing is consent-based

Requests should be sent to: **info@hendra.ai**

We will respond within statutory timeframes.

10. Cookies and Tracking

Our websites and online platforms use cookies and similar technologies:

- Essential cookies
- Performance and analytics cookies
- Functional cookies
- Targeting/advertising cookies (where consented)

You can manage cookie preferences via browser settings or our cookie banner.



11. Changes to This Policy

We may update this policy to reflect changes in law, regulation, service offerings or operational needs. We will post the updated version on our website with a revised effective date.

12. Contact Us

For questions, complaints, or to exercise your data rights:

 **Email:** info@hendra.ai

 **Address:** Unit 7 Kestral Road, Mansfield, Nottinghamshire, England, NG18 5FT

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
<https://ico.org.uk>