

Website Privacy and Cookie Notice

<https://compass-learning.co.uk> and info@compass-learning.co.uk

Document owner	Data Protection Lead
Approved by	Director
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Contact-form warning

Do not use the general website form to send detailed learner, EHCP, medical, SEND or safeguarding information. Provide only contact details and a brief reason for the enquiry. Compass will arrange an appropriate secure method if further information is needed.

1. Who we are

Field	Details
Organisation	Compass Learning & Education
Website	https://compass-learning.co.uk
Email	info@compass-learning.co.uk
Data Protection Lead	Rosie Aylward

2. Information collected through the website

- Information you enter into a contact form, such as name, organisation, email, telephone number, subject and message.
- Emails sent to the business mailbox, including message content and attachments.
- Technical information such as IP address, browser/device information, date/time, pages viewed and security logs.
- Cookie and analytics information according to the choices available through the cookie banner.

3. Webador and Outlook

The website and business mailbox are provided by JouwWeb B.V., trading as Webador. The mailbox is accessed through Microsoft Outlook on authorised devices. Webador processes website and email information to provide the service. Microsoft may process information depending on the Outlook version and whether Microsoft cloud synchronisation is enabled. Compass maintains supplier and transfer records and will update this notice when configuration changes.

4. Why we use information

- Respond to enquiries and take steps toward a referral, contract or service discussion.
- Operate, secure and improve the website and business communications.
- Prevent spam, misuse and security incidents.
- Meet legal obligations, manage complaints and establish or defend legal claims.
- Use optional analytics or marketing cookies only where the required choice or consent has been obtained.

5. Lawful bases

We generally rely on legitimate interests to operate and secure the website and respond to general business enquiries, and on steps before contract or contract where an enquiry concerns a service. We rely on consent for non-essential cookies where required. If sensitive information is unexpectedly provided, we will minimise its use, move it to an appropriate secure record where necessary and delete unnecessary website/email copies.

6. Cookies

Category	Purpose	Choice
Strictly necessary	Enable core website, security, session and cookie-choice functions.	These operate because they are necessary for the service.
Preferences	Remember settings selected by a visitor.	Used according to the cookie banner and configuration.
Analytics	Help understand website use and performance.	Enabled only where the applicable consent/choice requirement is met.
Marketing/embedded services	Support external media, social content or advertising functions where used.	Disabled until the relevant choice/consent where required.

7. Sharing and international transfers

We may share information with Webador, Microsoft where applicable, IT/security advisers, professional advisers and lawful authorities. Webador is established in the Netherlands. Transfers from the UK to the Netherlands/EEA are currently covered by UK adequacy regulations. Any onward processing outside the UK/EEA is assessed separately using adequacy or appropriate safeguards.

8. Retention

- Unconverted general enquiries are normally retained for up to 12 months unless a shorter or longer period is justified.
- Enquiries that become referrals, contracts, complaints or legal matters follow the relevant retention category.
- Website form submissions, mailbox copies, Outlook caches and downloaded attachments are reviewed and deleted in line with the retention schedule.
- Cookie durations are shown by the cookie banner or detailed inventory.

9. Your rights and contact

You may have rights of access, rectification, erasure, restriction, portability, objection and withdrawal of consent. Contact info@compass-learning.co.uk. You may also complain to the ICO at <https://ico.org.uk/make-a-complaint/>.

10. Changes to this notice

We will update this notice when website features, suppliers, cookies, processing purposes or the law change. The current version and review date will be shown on the website.

References and linked guidance

- **ICO: Right to be informed:** <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/right-to-be-informed/>
- **ICO: Cookies and similar technologies:** <https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/guide-to-pecr/cookies-and-similar-technologies/>
- **ICO: International transfers:** <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/international-transfers/>