Terms of Service

Absolute Education LTD · Version 1.7 · 26 October 2026 · ICO registration ZB757620

These terms explain the service Absolute Education LTD provides to your school through the Absolute Education Enrichment Tracker (“the Service”), and what we each agree to. They apply to every school and trust that uses the Service, including during a trial. In these terms, “we” and “us” means Absolute Education LTD, and “you” and “the School” means the school or trust using the Service.

Our Data Processing Agreement forms part of these terms and covers how we handle your pupils’ data. Our Privacy Notice explains how we handle the details of staff who use the Service.

1. Accepting these terms

1. By creating an account, the first user confirms they are authorised to accept these terms and the Data Processing Agreement on the School’s behalf.
2. Your paid subscription only starts on a start date we have both agreed, so you will not receive an invoice you did not expect.

2. Trial period

1. When you create an account or book a walk-through, we will agree a trial period with you. We usually offer one half term (about 6 weeks), with full access to the Service.
2. Towards the end of the trial we will contact you to agree a subscription start date. We then send an invoice to your business manager or accounts team.
3. If you decide not to subscribe, let us know at info@absolute-education.co.uk. We will offer you an export of your data and then delete it, as set out in section 7 of the Data Processing Agreement.

3. Users and access

1. The first user for your school becomes the school admin. Admins can invite users, give or remove admin rights, and remove access, in the Manage Users section of the Service.
2. If your lead contact changes, an admin can transfer access to someone else and then remove the previous person. Your school keeps all its existing data.
3. You are responsible for keeping your users’ access up to date, including removing staff who leave.

4. Subscriptions

1. Subscriptions belong to the school, not to individual users. Your subscription date is shown on your invoice.
2. Subscriptions run for 12 months and renew automatically. Most follow the academic year, but they do not have to.
3. We invoice annually in advance, 30 days before your renewal date. For 1 September renewals we may invoice at the end of June or start of July, so payment is not missed over the summer holidays.
4. We will give you at least 60 days’ notice of any change to our fees.
5. **Multi-academy trusts:** A discount applies across all schools in the trust when the subscription is bought centrally by the trust. All of these terms apply to trust subscriptions.

5. Cancelling

1. To cancel, email info@absolute-education.co.uk at least 30 days before your renewal date, giving your name, your position and the school's name.
2. If you cancel part-way through a subscription year, your access continues to the end of that year. Fees already paid are not refunded, except as set out in section 5.2 of the Data Processing Agreement.
3. When your subscription ends we will offer you an export of your data and then delete it, as set out in the Data Processing Agreement.

6. Your school's data

1. You own your school's data. The School is the data controller for pupil data, and we are the data processor acting on your instructions.
2. Only your authorised users can see your school's data. We never sell it, use it for marketing or share it with anyone except the sub-processors listed in the Data Processing Agreement.
3. Your data is stored in the United Kingdom. We hold a Cyber Essentials certificate, renewed annually.
4. The details of what we process, and our commitments on security, breaches and deletion, are in the Data Processing Agreement.

7. Using the Service

1. You agree to use the Service only for your school's legitimate purposes and not to upload anything unlawful or attempt to access other schools' data.
2. We own the Service, its software and its design. You may use it during your subscription but not copy or resell it.
3. We aim to keep the Service available at all times, but may occasionally need to take it offline for maintenance, which we will try to schedule outside school hours.

8. Changes to these terms

1. We may update these terms from time to time. For a material change, we will email you at least 30 days before it takes effect.
2. Each version is numbered and dated, and earlier versions are available on request.

9. Suspending or ending access

1. We may suspend or end your access immediately if you seriously breach these terms, for example by misusing the Service or not paying an invoice after a reminder. We will always tell you why.
2. We may otherwise end your subscription on 30 days' written notice, in which case we will refund fees for the unused period.

10. Liability

1. Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.
2. Otherwise, neither of us is liable for indirect or consequential loss, and our total liability to you in any year is limited to the fees paid by the School in the 12 months before the claim.

11. General

1. These terms, the Data Processing Agreement and your invoice make up the whole agreement between us. If they conflict on data protection, the Data Processing Agreement wins.
2. These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

12. Contact

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