Privacy Notice

Absolute Education LTD · Version 1.8 · 10 November 2026 · ICO registration ZB757620

This notice explains how Absolute Education LTD uses personal information about the school staff who use the Absolute Education Enrichment Tracker, and anyone who contacts us. It also explains your rights and how to use them.

1. Who we are

Absolute Education LTD is the data controller for the information in this notice. We are registered with the Information Commissioner's Office (ICO), registration number ZB757620. Company number 15413409.

2. Pupil information

Schools use the Service to record pupils' enrichment activities. For that information the school is the data controller and we process it only on the school's instructions, under our Data Processing Agreement. If you are a pupil or parent, please read your school's privacy notice and contact the school about your rights.

3. What we collect about you

1. **Your account:** title, first name, surname, email address, job role, and your school.
2. **Sign in with Google:** if your school uses it, Google tells us the name and email address on your school Google account so we can sign you in. We never see your Google password.
3. **Your use of the Service:** login times and basic technical information, such as your browser and IP address, used to keep the Service secure.
4. **Messages:** anything you send us by email when you ask for help.
5. **Marketing preferences:** whether you have opted out of our product emails.

4. How we use it and why

What we do	Our lawful basis
Create and run your account, and let you use the Service	Legitimate interests: providing the Service your school has signed up to
Send service emails, such as password resets, changes to the Service and notices about these documents	Legitimate interests
Answer your questions and support requests	Legitimate interests
Send occasional emails about our products, which you can opt out of at any time	Legitimate interests
Measure how the website is used	Consent, given through our cookie banner
Keep records we are required to keep, such as invoices	Legal obligation

5. Who we share it with

1. We never sell your information or pass it to anyone for their own marketing.
2. We use a small number of trusted suppliers who process information for us under written contracts:

Supplier	What they do	Where
DigitalOcean	Server hosting and backups	United Kingdom
MailerSend	Sending service emails to staff, such as account emails and links to scheduled reports. Emails are not used to send pupil data	Belgium (EU), on Google Cloud
Google Analytics (Google)	Website usage statistics, only if you accept analytics cookies	Outside the UK, including the United States

3. Where information is processed outside the UK, we make sure appropriate safeguards are in place, such as the UK International Data Transfer Addendum.

6. How we keep it safe

Your information is stored on servers in the United Kingdom and encrypted in transit. Only named Absolute Education staff can access it, and only to support, maintain or improve the Service. We hold a Cyber Essentials certificate, renewed annually.

7. How long we keep it

1. We keep your account details while you have access to the Service.
2. When your access is removed, or your school's subscription ends, we delete your account details within 30 days. Backups are cleared within a further 30 days.
3. We keep support emails for as long as needed to help you, and invoice records for six years for tax purposes.
4. If you opt out of product emails, we keep a note of that so we do not contact you again.

8. Your rights

1. You can ask to see, correct or delete the information we hold about you, ask us to restrict or stop using it, or ask for a copy to take elsewhere.
2. You can object to any use based on legitimate interests, and opt out of product emails at any time using the link in each email, your profile settings, or by emailing us.
3. To make a request, email info@absolute-education.co.uk. It is free. We aim to respond within 7 days, and always within one month. We may ask you to confirm your identity first.

9. Cookies

We only use the cookies below. Analytics cookies are set only if you accept them, and you can change your choice at any time. Blocking essential cookies will stop features such as "remember me" from working.

Cookie	Type	What it does
Login and "remember me"	Essential	Keeps you signed in and remembers your login on this device.
Google Analytics	Analytics (only with your consent)	Counts visits and shows which pages are used, so we can improve the site.

10. Changes to this notice

We review this notice regularly. Each version is numbered and dated, and we will email account holders about significant changes.

11. Complaints

If you are unhappy with how we have handled your information, please contact us first. You can also complain to the Information Commissioner’s Office at ico.org.uk or on 0303 123 1113.

12. Contact us

Mr J Andrews, Absolute Education LTD, 40 Greenway Avenue, Taunton, Somerset, TA2 6HY. Email info@absolute-education.co.uk.