

Privacy Notice

Solace SEND Support Ltd

Last updated: October 2026

1. About this Privacy Notice

Solace SEND Support Ltd (Solace, we, us or our) respects your privacy and is committed to protecting your personal information. We provide independent SEND consultancy, advice and advocacy to children, young people, parents, carers, families and schools. Because of the nature of our work, we may handle sensitive information relating to special educational needs, disability, health, education and family circumstances. This Privacy Notice explains how we collect, use, store and protect personal information.

2. Who we are

Solace SEND Support Ltd is a company registered in England and Wales. For services we provide directly to our own clients, Solace will generally act as the data controller.

Email: hello@solacesendsupport.co.uk

Telephone: 01676 478001

Website: www.solacesendsupport.co.uk

3. Information we may collect

- Your name and contact details.
- Your child's name, date of birth and educational setting.
- Local Authority information.
- EHCPs and SEN Support documentation.
- Educational, attainment, attendance and behaviour information where relevant.
- Professional reports and assessments.
- Information relating to special educational needs and disability.
- Health information where relevant to the support being provided.
- Correspondence with parents, schools, Local Authorities and professionals.
- Information discussed during consultations and meetings.
- Records of advice and support provided.

- Payment and invoicing information.
- Information required to manage our client relationship and business administration.

4. Special category information

SEND work may involve special category personal data, including information concerning health or disability. Where we process this type of information, we will ensure that an appropriate legal basis and additional condition for processing special category data applies. We take particular care with sensitive information and limit access to those who need it for legitimate purposes.

5. How we use personal information

- Provide SEND consultancy, advice and advocacy.
- Review EHCPs, reports and other documents.
- Prepare for and attend meetings.
- Communicate with schools, Local Authorities and professionals where authorised.
- Support mediation and appeals.
- Provide advice and recommendations.
- Respond to enquiries and arrange consultations.
- Manage invoices and payments.
- Maintain appropriate records of our work.
- Meet legal and regulatory obligations.
- Protect the security of our systems and information.

6. How information is provided to us

Information may be provided directly by you by email, telephone, online meeting, document attachment or secure cloud link. Our website does not currently collect personal information through an online contact form. Visitors wishing to contact Solace are directed to our business email address.

7. Who we may share information with

For Solace's own clients, we may share relevant information where necessary and lawful with schools and educational settings, Local Authorities, health and other professionals, organisations involved in supporting your child, professional advisers where necessary, service providers who process information on our behalf, and legal or regulatory bodies

where required by law. Where we communicate with a school, Local Authority or professional on your behalf, we will normally obtain your authority before doing so. We do not sell personal information or share client information with third parties for advertising purposes.

8. Technology and service providers

- Google Workspace and Google Business for business email.
- Microsoft OneDrive for cloud storage.
- Microsoft Excel stored through OneDrive for case administration.
- Microsoft Teams for online meetings.
- Google Meet for online meetings.
- VoIPfone for business telephone calls.
- Wix for our website.

These providers may process personal information as part of providing their services to Solace. We do not use WhatsApp for client communications.

9. Security

We take reasonable technical and organisational measures to protect personal information against loss, accidental destruction, unauthorised access, alteration or disclosure. Client information may be accessed using a password, PIN and biometric protected laptop. The laptop is protected by security and anti-malware software, including McAfee LiveSafe. Client documents are stored using cloud storage and access to information is restricted as appropriate.

10. Retention of information

We will not keep personal information for longer than is necessary. Information will normally be retained for as long as necessary to provide our services, maintain appropriate business records, meet legal or regulatory obligations and protect our legitimate interests. We periodically review information held and securely delete information that is no longer required. You may request deletion of your information. We will consider requests in accordance with applicable data protection law. There may be circumstances where we are legally required or otherwise permitted to retain certain information.

11. Your rights

- Request access to personal information we hold about you.
- Ask us to correct inaccurate information.

- Request deletion of information.
- Request restriction of processing.
- Object to certain processing.
- Request transfer of certain personal information.
- Withdraw consent where consent is the lawful basis being relied upon.

To exercise your rights, contact hello@solacesendsupport.co.uk. We may need to verify your identity before responding.

12. Children's information

Our services frequently involve information about children and young people. We recognise the importance of protecting children's information and will only collect and use information that is relevant and necessary to the support being provided. Where appropriate, we will communicate with parents or those with parental responsibility. Where a young person is sufficiently mature and competent to exercise their own data protection rights, those rights will be considered.

13. Cookies and our website

Our website, www.solacesendsupport.co.uk, may use cookies and similar technologies. Some cookies may be necessary for the website to operate, while others may be used to understand how visitors interact with the website. Where consent is required for non-essential cookies, appropriate consent mechanisms will be provided.

14. External websites

Our website may contain links to external websites. Solace is not responsible for the privacy practices of external websites and we recommend reviewing their privacy notices.

15. Complaints

If you have concerns about how Solace has handled your personal information, please contact hello@solacesendsupport.co.uk first. You can also complain to the Information Commissioner's Office if you believe your personal information has been handled unlawfully.

16. Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our services, technology or data protection requirements. The latest version will be made available on our website.