



SEN SUPPORT STUDIO

STRONG ROOTS,
SPACE TO FLOURISH

POLICY DOCUMENT

Privacy Notice

Last updated: 16 July 2026

How SEN Support Studio collects, uses and protects your personal data.

Who we are

SEN Support Studio Ltd (company number 17336332) is a Kent-based SEN tutoring and support practice, founded by Emma Owen. For the purposes of UK data protection law, SEN Support Studio Ltd is the "data controller" responsible for your personal data, and is registered with the Information Commissioner's Office (registration reference ZC198538).

Contact: hello@sensupportstudio.com

The personal data we collect

Depending on how you interact with us, we may collect:

- Contact details - name, email address, and whether you're a parent/carer or a school, when you send an enquiry through our contact form.
- Booking details - name and email address when you book a session or request an invoice, along with the service and time you've chosen.
- Payment information - handled directly by our payment provider, Stripe. We do not see or store your card details.
- Information about a child - provided by a parent, carer, or school, such as the child's name, date of birth, school and class, and, where a Sensory Profile Builder session is booked, detailed information about the child's sensory processing, behaviours, and any relevant health-related or developmental information shared in the questionnaire or during sessions.
- Session records - notes and reports we prepare following tuition or support sessions, based on our work together.

Why we collect it, and our lawful basis

- Responding to enquiries - legitimate interest, in running our business and answering questions from prospective clients.
- Booking and delivering sessions - performance of a contract with you (or the school/organisation)



booking on a child's behalf).

- Invoicing and payment - performance of a contract, and our legal obligation to keep financial records.
- The Sensory Profile Builder questionnaire - this includes information that can touch on a child's health and development, which UK GDPR treats as a "special category" of data requiring extra care. We rely on your explicit consent, given by voluntarily completing and submitting the questionnaire, and we only use this information to prepare the sensory profile and inform our work with your child.

We do not currently send marketing emails or newsletters. If that changes in future, we'll only add you to any mailing list with your clear, separate consent, and you'll always be able to opt out.

Information about children

Where we hold information about a child, it is provided to us by a parent, carer, or school on the child's behalf, rather than collected directly from the child. We take extra care with this information, limit access to it to Emma Owen, and only use it for the purpose it was shared - supporting that child's tuition, sensory profile, or wellbeing.

Who we share your data with

We use a small number of trusted service providers ("processors") to run the business. We don't sell or share your data for marketing purposes. Current providers include:

- Resend - delivers emails sent from our website (enquiries, invoices, reports, questionnaire submissions).
- Google - powers our appointment booking calendar.
- Stripe - processes card payments directly; we never see your full card details.
- Cloudflare - hosts our website.

Where a provider is based outside the UK, we rely on the legal safeguards they have in place (such as Standard Contractual Clauses) to protect your data in line with UK GDPR.

How long we keep your data

- General enquiries that don't turn into a booking are kept for up to 6 months, then deleted.
- Client and family records (contact details, invoices, payment records) are kept for 6 years after our last contact, in line with standard UK business and tax record-keeping requirements.
- Session reports and Sensory Profile Builder questionnaires are kept for 1 year after our work together ends, unless a safeguarding concern has been raised - in which case those specific records are kept for longer, in line with safeguarding good practice, until the child's 25th birthday.

These are sensible defaults rather than fixed legal minimums, and we review them periodically.

Your rights

Under UK GDPR, you have the right to:

- Ask what personal data we hold about you or your child, and get a copy of it.



- Ask us to correct inaccurate or incomplete data.
- Ask us to delete your data, where we're not required to keep it for legal reasons.
- Ask us to restrict how we use your data, or object to certain uses.
- Ask for your data in a portable format, where technically possible.
- Withdraw consent at any time, where we're relying on consent (such as the sensory questionnaire) - this won't affect anything we did before you withdrew it.

To exercise any of these rights, email hello@sensupportstudio.com. You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO) at ico.org.uk, if you're unhappy with how we've handled your data.

Cookies

Our website only uses cookies or similar technologies that are strictly necessary to make booking and payment work. We don't currently use analytics or marketing/tracking cookies. If that changes, we'll update this notice and, where required, ask for your consent first.

Changes to this notice

We may update this notice from time to time, for example as our services or providers change. The date at the top shows when it was last updated.

Contact us

If you have any questions about this notice or how we handle your data, email hello@sensupportstudio.com.

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