HanTovia
EDUCATION CIC

Learn • Grow • Thrive

Privacy Notice

HANTOVIA EDUCATION CIC · Company no. 17587942 · Last updated 23 November 2026

This notice explains how HanTovia Education CIC collects, uses and protects personal information when you visit this website or contact us. It is written to meet the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 and the Data (Use and Access) Act 2025. HanTovia Education CIC is registered with the Information Commissioner's Office (ICO), the UK's data protection regulator.

1. Who we are

HanTovia Education CIC is registered in England and Wales as **HANTOVIA EDUCATION CIC**, a community interest company and private company limited by shares, under company number **17587942**. Our registered office address is shown on the Companies House register.

We are the **data controller** for the personal information described in this notice. This means we decide how and why it is used and we are responsible for protecting it.

Questions about this notice or your information can be sent to hanan@hantoviaeducation.co.uk, or call 07751 293699. Please mark your message "Data protection".

2. What this notice covers

This notice covers personal information we collect through this website: enquiries, consultation requests, volunteering interest and any emails or calls that follow. It does not cover the information we may process when we later provide services to a child. If we begin working with a school, care provider or family, we will give everyone involved a separate service privacy notice that explains how a child's information is handled, shared and kept safe.

3. The information we collect

Information you give us

When you use our enquiry form, email or phone us, we may collect:

- your name and, if you choose to give them, your professional role and organisation;
- your email address and, if you give it, your phone number;
- who you are contacting us as (for example a school or foster carer), the support you are interested in, how and when you prefer to be contacted;

- anything you choose to write in the optional message box;
- a record that you confirmed you had read this notice, and the page you sent the form from.

Information collected automatically

Like all websites, our hosting provider automatically processes technical information needed to deliver pages to you and keep the site secure, such as your IP address, browser type, the pages requested and the date and time. We do not use this to identify you. We do not use advertising, profiling or tracking technologies. See our Cookie Policy.

Information about children

Please do not send us personal or sensitive information about a child through this website or by email at the enquiry stage. This includes names, dates of birth, addresses, diagnoses, Education, Health and Care Plans (EHCPs), medical information, or details of safeguarding concerns.

Our forms are designed not to ask for this information. If it is sent to us anyway, we will only keep what is necessary, and we will securely delete anything we do not need. If you are worried that a child is at risk of harm, please read who to contact. If a child is in immediate danger, call 999.

This website is intended for adults (professionals, carers and parents). It is not designed for children to use, and we do not knowingly collect personal information from children through it.

4. How we use your information and our lawful bases

Data protection law requires us to have a lawful basis for each way we use personal information.

What we do	Lawful basis
Reply to your enquiry, arrange and hold a consultation, and send you an automatic confirmation that we received it.	Legitimate interests (responding to people who contact us), and taking steps at your request before entering into an agreement.
Keep a record of our correspondence with you.	Legitimate interests (managing our relationships and being able to show what was agreed).
Consider your interest in volunteering with us.	Taking steps at your request before entering into an arrangement, and legitimate interests.
Keep the website and our forms secure, prevent spam and misuse.	Legitimate interests (keeping our systems and the people who use them safe).
Keep records we must keep by law, and deal with legal claims or regulators.	Legal obligation, and legitimate interests.

Where we rely on legitimate interests, we have considered your rights and expectations and believe the use is proportionate and what you would reasonably expect. You can object at any time (see section 9).

We will not send you marketing or newsletters unless you have separately asked us to. We never sell or rent your information, and we do not use it for automated decision-making or profiling.

5. Who we share it with

Your information is only seen by authorised members of the HanTovia Education CIC team who need it to deal with your enquiry. We use a small number of trusted service providers to run this website and our email. They act as **processors**: they may only use your information on our instructions and must keep it secure under a written contract.

- **Website hosting:** Vercel Inc., which hosts this website and runs the secure function that receives our enquiry form.
- **Email delivery:** Resend, which delivers enquiry form messages to our inbox and sends your confirmation email.
- **Email and office software:** the business email provider that hosts our mailbox.
- **Spam protection (if enabled):** Cloudflare, Inc., whose Turnstile service checks that a form is being sent by a person rather than an automated program.

We may also share information if the law requires it, to protect a child or another person from harm, or with professional advisers (such as lawyers or accountants) under a duty of confidentiality.

6. International transfers

Some of our service providers are based in, or use systems in, the United States or elsewhere outside the UK. Where personal information is transferred outside the UK, we make sure it is protected by UK adequacy regulations (including the UK–US "data bridge" for certified organisations) or by the Information Commissioner's International Data Transfer Agreement or Addendum, or another safeguard recognised by UK law.

7. How long we keep it

- **Enquiries that do not lead to working together:** deleted within 12 months of our last contact.
- **Enquiries that lead to an agreement:** kept with our contract records for the length of the agreement plus 6 years, so we can meet our legal and accounting obligations and deal with any claims.
- **Volunteering enquiries:** deleted within 12 months if you do not go on to volunteer with us.
- **Technical server logs:** held by our hosting provider for a short period, normally no more than 30 days.

Any information about a child sent to us unnecessarily will be securely deleted as soon as we notice it, unless we need to keep it to protect a child from harm.

8. How we keep it secure

- The website is served only over an encrypted connection (HTTPS/TLS), so information sent through our forms is encrypted in transit.
- Enquiry messages are delivered only to our business inbox. They are not stored in a public database or on the website.
- Access to our email and systems is limited to authorised people, protected by strong passwords and two-factor authentication.
- We use security protections on the website, including spam filtering and modern browser security settings.

- We keep our website software and its components up to date.

If something goes wrong

If a personal data breach happens, we will act quickly to contain it, assess the risk and keep a record. Where it is likely to put people's rights at risk, we will report it to the Information Commissioner's Office within 72 hours of becoming aware of it, and we will tell the people affected without undue delay if the risk to them is high. To report a security problem with this website, email hanan@hantoviaeducation.co.uk with the subject "Security".

9. Your rights

You have the right to:

- **access** the personal information we hold about you and receive a copy;
- have inaccurate information **corrected** or incomplete information completed;
- have your information **erased** in certain circumstances;
- **restrict** how we use it in certain circumstances;
- **object** to us using it on the basis of legitimate interests;
- **data portability**, where it applies;
- **withdraw consent** at any time, where we rely on consent.

To use any of these rights, contact us using the details in section 1. There is normally no charge. We will reply within one month, or tell you within that time if we need longer (up to two further months for complex requests). We may need to confirm your identity first.

10. Complaints

If you are unhappy with how we have handled your information, please tell us first so we can put it right. We will acknowledge your complaint within 30 days and let you know the outcome without undue delay.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection: ico.org.uk/make-a-complaint, telephone 0303 123 1113.

11. Changes to this notice

We review this notice regularly and will update it if our practices or the law change. The date at the top shows when it was last updated.

The latest version of this document is always available at **hantoviaeducation.co.uk/privacy**.