



Octopus Education – Privacy Policy

Last updated: January 2026

At Octopus Education, we are committed to protecting the privacy and personal data of our students, families and staff, under UK GDPR and the Data Protection Act 2018. We take our responsibilities seriously and handle all personal information with care, respect and transparency.

This Privacy Policy explains how we collect, use, store and protect personal data when you engage with Octopus Education.

1. Who We Are

Octopus Education is the data controller responsible for the personal information we collect and process.

If you have any questions about this policy or how your data is used, please contact us directly using info@octed.co.uk.

2. What Information We Collect

We may collect and process the following types of personal data:

- Parent or carer names, contact details and relationship to the child
- Student names, dates of birth and educational information
- Medical information, allergies, additional needs or learning support requirements
- Emergency contact details
- Payment and billing information
- Attendance records and learning progress notes
- Communications between families and Octopus Education



We only collect information that is necessary to deliver safe, effective and high-quality educational services.

3. How We Use Your Information

We use personal data to:

- Provide and manage our educational services
- Communicate with parents and carers about sessions, progress and wellbeing
- Ensure student safety and wellbeing
- Meet safeguarding, legal and regulatory responsibilities
- Manage payments, bookings and attendance
- Improve our services and learning provision

We never use personal data for purposes unrelated to the delivery of our services.

4. Legal Basis for Processing Data

We process personal data on the following lawful bases:

- **Contract**, to deliver services you have booked
- **Legal obligation**, to meet safeguarding, financial and regulatory requirements
- **Legitimate interests**, to run our services effectively and safely
- **Consent**, where required, for example for photographs or marketing materials

Sensitive personal data, such as medical or safeguarding information, is processed only where necessary and with appropriate protections in place.

5. How We Store and Protect Information

We store personal data securely using appropriate physical, digital and organisational safeguards. Access is limited to staff who need the information to carry out their role.

We take reasonable steps to ensure information is accurate, up to date and protected against loss, misuse or unauthorised access.

6. Who We Share Information With



We do not share personal data with third parties except where:

- It is necessary to deliver our services, for example payment providers
- We have your consent
- We are legally required to do so

In certain circumstances, we may be required to share information where there are safeguarding concerns. This may include sharing relevant information with social services, the police or other agencies responsible for the protection and welfare of children.

7. How Long We Keep Information

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including legal, safeguarding and financial requirements. Once no longer required, data is securely deleted or destroyed.

8. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of data where appropriate
- Restrict or object to certain types of processing, unless we are required to process or share information for safeguarding, legal or regulatory reasons
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact Octopus Education using info@octed.co.uk.

9. Photography and Media

From time to time, we may take photographs or videos for learning, training or marketing purposes. Parents or carers will always be asked for consent in advance and may withdraw consent at any time.



10. Changes to This Policy

We may update this Privacy Policy from time to time. The most recent version will always be available on our website.

If you have any questions about this Privacy Policy or how your information is used, please contact Octopus Education using info@octed.co.uk. We are always happy to help.

