



ND SEND Specialists Ltd

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<http://nd-send-specialists.co.uk>

## ND SEND Specialists Ltd.

### Privacy Policy

Designation	Name	Date	Signature
Director	Joanna Roberts	10/01/2025	J. Roberts

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## 1. Introduction:

At ND SEND Specialists Ltd, we are committed to protecting the privacy and confidentiality of the families, educators, and individuals we serve. As part of our mission to support neurodivergent / SEND individuals and their families, we provide mediation, advocacy, inclusion, and support services. This [Privacy Statement](#) outlines how we collect, use, and protect your personal information.

This Privacy Policy is intended to assist compliance with statutory and legislative requirements for disclosing Personal Data including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Human Rights Act 1998, the Privacy and Electronic Communications Regulations 2003 (PECR), the Regulation of Investigatory Powers Act 2000 (RIPA) and with the common law duty of confidentiality. It also enables compliance with the Information Commissioner's statutory Data Sharing Code of Practice.

## 2. Privacy Statement:

At ND SEND Specialists, we are committed to protecting the privacy and confidentiality of the families, educators, and individuals we serve. As part of our mission to support neurodivergent / SEND individuals and their families, we provide mediation, advocacy, inclusion, and support services. This Privacy Statement outlines how we collect, use, and protect your personal information. By engaging with our services, you consent to the practices described in this Privacy Statement.

### 2.1 Information We Collect

We collect the following types of information in order to provide our services effectively:

**Personal Information:** This includes, but is not limited to, names, contact information, and demographic details of individuals seeking services, their families, and educational providers.

**Health and Educational Information:** We may collect information related to neurodivergent diagnoses, educational / learning needs, support requirements, and other personal information relevant to our services.

**Communication Data:** Any correspondence or communications, including emails, phone calls, and notes from meetings or consultations.

### 2.2 How We Use Your Information

The personal information we collect is used for the following purposes:

**Providing Services:** To facilitate mediation, advocacy, and support services for neurodivergent / SEND individuals and families; To facilitate advisory, training and support services to education providers and their staff members.

**Improving Our Services:** To enhance the quality and relevance of our services based on feedback and ongoing needs.

**Communication:** To provide updates, recommendations, and other necessary communication related to your case.

**Compliance:** To ensure compliance with legal, regulatory, and contractual obligations.



## 2.3 How We Protect Your Information

We are committed to safeguarding your personal information by implementing appropriate administrative, technical, and physical measures to prevent unauthorised access, disclosure, alteration, or destruction of your data. All personal information is stored securely and shared only with relevant parties as necessary to provide our services.

## 2.4 Sharing of Your Information

We may share your personal information with third parties only under the following circumstances:

With your explicit consent.

With educational providers or other relevant professionals involved in the support or care of the child / young person.

When required by law or to comply with legal obligations, such as safeguarding concerns.

## 2.5 Your Rights and Choices

You have the right to:

Access, correct, or update your personal information at any time.

Withdraw consent for the use of your personal data where applicable.

Request the deletion of your personal information, subject to legal and contractual restrictions.

## 2.6 Retention of Your Data

We retain personal information only as long as necessary to fulfil the purpose for which it was collected, or as required by law or contractual obligations. After this period, data will be securely deleted or anonymised.

## 2.7 Changes to This Privacy Statement

We may update this Privacy Statement from time to time. Any changes will be communicated to you, and the revised version will be posted on our website with the effective date.

## 2.8 Contact Us

If you have any questions or concerns about how we handle your personal information, or if you wish to exercise your rights as described in this Privacy Statement, please contact us at:

[ND SEND Specialists Ltd](#)

[info@nd-send-specialists.co.uk](mailto:info@nd-send-specialists.co.uk)

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<http://nd-send-specialists.co.uk>

By engaging with our services, you acknowledge that you have read and understood this Privacy Statement and agree to the collection, use, and sharing of your personal information as described above.

Effective Date: 10/01/2025

## 2.9 Website-Specific Privacy Policy

### 2.9.1 Comments

When visitors contact us via the website we collect the data shown in the contact form, and also the visitor's IP address and browser user agent string to help spam detection.

An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here:

<https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

### 2.9.2 Cookies

If you contact us via the website you may be able to opt-in to saving your name and contact details in cookies. These are for your convenience so that you do not have to fill in your details again if you contact us again. These cookies will last for one year.

### 2.9.3 Embedded Content From Other Websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

### 2.9.4 Who We Share Your Data With

We may share your data with other professionals, provided that you have agreed for us to do so.

### 2.9.5 How Long We Retain Your Data

For users that contact us via our website, we store the personal information they provide using the contact form for as long as is necessary to complete the support requested.

### 2.9.6 What Rights You Have Over Your Data

If you have contacted us, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

### 2.9.7 Where Your Data Is Sent

Visitor contact information may be checked through an automated spam detection service.

### 2.9.8 Contact Us

If you have any questions or concerns about how we handle your personal information, or if you wish to exercise your rights as described in this Privacy Statement, please contact us at:

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By engaging with our services, you acknowledge that you have read and understood this Privacy Statement and agree to the collection, use, and sharing of your personal information as described above.

Effective Date: 10/01/2025

## 3. Information Transfer Procedure, including detailed security arrangements

### 3.1 Introduction

This document outlines the procedures for transferring personal data in compliance with the UK General Data Protection Regulation (UK GDPR). It applies to ND SEND Specialists Ltd. (NDSENDS), a specialist support service working with SEND children and young people, educators, and other professionals. The company also provides advocacy and mediation services, as well as advice, training and support to schools. The aim is to ensure that all personal data transfers are secure, necessary, and lawful.

### 3.2 Scope

This procedure applies to all personal data processed by NDSENDS, including but not limited to:

- Names, addresses, and contact details of children & young people, their parents/carers, and professional contacts
- Health and medical information
- Educational and care plans
- Communication records and reports
- Advisory, training and support records for schools and professionals

### 3.3 Lawful Basis for Data Transfer

Data transfers will only occur if they are necessary for providing care, support, advocacy, mediation, or training services and align with at least one lawful basis under Article 6 of UK GDPR. If special category data is involved, an additional lawful basis under Article 9 must also apply.

### 3.4 Methods of Data Transfer

To ensure the security and confidentiality of personal data, the following methods will be used:

#### 3.4.1 Electronic Transfers

- Emails containing personal data must be encrypted and only sent to verified recipients.
- Cloud storage services must comply with UK GDPR and use encryption and access control measures.
- Secure messaging platforms may be used if they are end-to-end encrypted.

#### 3.4.2. Physical Transfers

- Printed documents should only be used when strictly necessary and stored securely.
- Any physical transfer of records must be conducted via recorded delivery or hand-delivered in a sealed envelope.

### 3.5 Security Arrangements

To ensure the protection of personal data during transfer, the following security measures will be implemented:





- **Encryption:** All electronic data transfers must be encrypted using industry-standard encryption methods (e.g., AES-256 encryption).
- **Access Controls:** Only authorised personnel will have access to personal data, with multi-factor authentication (MFA) used where applicable.
- **Secure Networks:** Data should only be transmitted over secure, password-protected networks. Public or unsecured Wi-Fi must not be used for data transfers.
- **Data Masking:** Sensitive information should be pseudonymised or anonymised where possible before transfer.
- **Device Security:** All devices used for accessing or transferring data must have up-to-date antivirus software and firewalls enabled.
- **Physical Security:** Documents containing personal data must be stored in locked cabinets when not in use and disposed of securely using shredding or other appropriate methods.
- **Audit Logs:** All data transfers must be logged and regularly reviewed to detect any unauthorised access or breaches.

### 3.6 Data Minimisation

Only the minimum necessary personal data should be transferred to achieve the intended purpose. Sensitive information should be anonymised or pseudonymised wherever possible.

### 3.7 Third-Party Transfers

- Data should only be shared with authorised third parties (e.g., schools, healthcare providers, professional organisations) where there is a clear legal basis and consent (if required) has been obtained.
- Contracts with third-party service providers must include data protection clauses ensuring compliance with UK GDPR.

### 3.8 Data Subject Rights

All individuals have rights under UK GDPR, including the right to access, rectify, erase, or restrict the processing of their personal data. Any requests related to these rights should be responded to within one month.

### 3.9 Data Breach Handling

- Any suspected data breaches must be reported immediately.
- The Information Commissioner's Office (ICO) must be notified within 72 hours if the breach poses a risk to individuals.
- Affected individuals will be informed if there is a high risk to their rights and freedoms.

### 3.10 Record Keeping

A log must be maintained of all data transfers, including:

- Date and method of transfer



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- Type of data transferred
- Recipient details
- Justification for transfer
- Any security measures taken

### 3.11 Training and Review

- Regular training on data protection practices will be undertaken.
- This procedure will be reviewed annually or as required to ensure ongoing compliance with UK GDPR.

### 3.12 Contact Information

For any questions regarding this procedure or data protection matters, contact:

*ND SEND Specialists Ltd.*

*35 Archery Road, Cirencester, GL7 1AS*

*[info@nd-send-specialists.co.uk](mailto:info@nd-send-specialists.co.uk)*

*01285 323060*

## 4. Information Risk Assessment

### 4.1 Introduction

This document outlines the Information Risk Assessment process for ND SEND Specialists Ltd. (NDSENDS), a specialist support service working with SEND children and young people, educators, and other professionals. The company also provides advocacy and mediation services, as well as advice, training and support to schools. This risk assessment ensures compliance with UK GDPR and identifies risks associated with data processing, transfer, and storage.

### 4.2 Purpose

The purpose of this assessment is to:

- Identify potential risks to personal data processed by the company.
- Evaluate the likelihood and impact of these risks.
- Implement appropriate controls to mitigate risks.
- Ensure compliance with UK GDPR and protect the rights of data subjects.

### 4.3 Scope

This assessment covers all personal data processed by NDSENDS, including:

- Names, addresses, and contact details of children & young people, their parents/carers, and professional contacts
- Health and medical information.
- Educational and care plans.
- Communication records and reports.
- Staff training, advice and support records for schools and professionals.

### 4.4 Risk Identification and Assessment

Risks are assessed based on likelihood and impact using a Low, Medium, or High rating.

Risk Area	Description	Likelihood	Impact	Mitigation Measures
Unauthorised Access	Personal data accessed by unauthorised persons due to weak access controls.	Medium	High	Use of strong passwords, multi-factor authentication, and role-based access control.
Data Breach	Accidental loss, theft, or exposure of personal data.	Medium	High	Encryption of data, staff training, and strict access control policies.



Risk Area	Description	Likelihood	Impact	Mitigation Measures
Insecure Data Transfer	Data intercepted during electronic or physical transfer.	Medium	High	Use of encrypted emails, secure messaging platforms, and secure courier services.
Insufficient Data Minimisation	Processing excessive or unnecessary personal data.	Low	Medium	Regular data audits and implementation of data minimisation principles.
Third-Party Risk	Data shared with unauthorised third parties.	Medium	High	Contractual agreements with third parties and due diligence checks.
Lack of Staff Awareness	Employees unaware of data protection responsibilities.	Medium	High	Regular GDPR training and awareness campaigns.
Outdated Security Measures	Use of outdated or unsupported software for data storage and transfer.	Low	High	Regular software updates, vulnerability assessments, and penetration testing.

## 4.5 Mitigation Strategies

- **Access Controls:** Implement multi-factor authentication, role-based access, and regular password updates.
- **Encryption:** Encrypt all sensitive personal data during storage and transfer.
- **Secure Communication:** Use secure email services and encrypted messaging applications.
- **Staff Training:** Conduct regular training on data protection and GDPR compliance.
- **Data Minimisation:** Review and limit data collection to what is strictly necessary.
- **Incident Response:** Develop and implement a Data Breach Response Plan.
- **Regular Audits:** Perform internal audits to ensure compliance and identify vulnerabilities.

## 4.6 Monitoring and Review

This Information Risk Assessment will be reviewed annually or when significant changes occur in data processing activities. Any necessary updates will be implemented to enhance data security and UK GDPR compliance.

## 4.7 Contact Information

For any questions regarding this assessment or data protection matters, contact:

*ND SEND Specialists Ltd.*

35 Archery Road, Cirencester, GL7 1AS

[info@nd-send-specialists.co.uk](mailto:info@nd-send-specialists.co.uk)

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## 5. Data Protection Privacy Impact Statement

### 5.1 Introduction

This Data Protection Privacy Impact Assessment (DPIA) outlines the approach taken by ND SEND Specialists Ltd. (NDSENDS) to assess and mitigate risks associated with processing personal data. As a specialist support service working with SEND children and young people, educators, and other professionals, the company also provides advocacy and mediation services, as well as advice, training and support to schools. This assessment ensures compliance with UK GDPR and safeguards personal data.

### 5.2 Purpose of the DPIA

The objectives of this DPIA are:

- To identify risks related to personal data processing.
- To evaluate the necessity and proportionality of data processing activities.
- To implement controls to mitigate risks.
- To ensure compliance with UK GDPR and uphold individuals' rights.

### 5.3 Scope

This DPIA covers the collection, storage, processing, sharing, and disposal of personal data, including:

- Names, addresses, and contact details of children & young people, their parents/carers, and professional contacts.
- Health and medical records.
- Educational and care plans.
- Communication records and reports.
- Advisory, training and support records for schools and professionals.

### 5.4 Data Processing Activities

Activity	Purpose	Lawful Basis	Data Subjects	Data Retention
Request for support / registration	Providing specialist support	Legitimate interest / Consent	SEND children, young people, and parents/carers; Educators, professionals	6 years after service completion
Communication with parents/carers, educators, professionals	Advocacy, mediation, and training	Legitimate interest	SEND children, young people, and parents/carers; Educators, professionals	6 years after engagement

Activity	Purpose	Lawful Basis	Data Subjects	Data Retention
Staff training records	Compliance and service improvement	Legal obligation	School staff, professionals	6 years after training completion
Data transfer to third parties	Collaboration with external organisations	Legitimate interest / Consent	SEND children, young people, and parents/carers, educators, professionals	As per contractual agreement

## 5.5 Risk Assessment

Risks are evaluated based on likelihood and impact.

Risk Area	Description	Likelihood	Impact	Mitigation Measures
Data Breach	Unauthorised access to personal data	Medium	High	Encryption, access controls, regular audits
Unauthorised Data Sharing	Data shared without consent or legal basis	Medium	High	Data minimisation, third-party agreements, consent management
Inadequate Data Retention	Retaining data longer than necessary	Low	Medium	Regular data reviews, deletion policies
Non-compliance with GDPR	Failure to meet regulatory requirements	Medium	High	Staff training, GDPR audits, documented policies
Insecure Data Transfer	Risk of interception or loss during transfer	Medium	High	Encrypted emails, secure file transfer protocols

## 5.6 Mitigation Strategies

- **Data Minimisation:** Collect and process only necessary personal data.
- **Access Controls:** Implement multi-factor authentication and role-based access.
- **Encryption:** Encrypt personal data during storage and transfer.
- **Staff Training:** Conduct regular training on data protection responsibilities.
- **Data Retention Policies:** Regularly review and securely dispose of outdated data.
- **Incident Response Plan:** Establish a clear process for responding to data breaches.
- **Regular Audits:** Conduct annual audits to ensure compliance.



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## 5.7 Consultation and Review

This DPIA will be reviewed annually or in response to significant changes in data processing activities. Where necessary, consultation with data subjects, professionals, or legal experts will be undertaken to ensure robust data protection practices.

## 5.8 Contact Information

For further inquiries regarding this DPIA or data protection matters, contact:

*ND SEND Specialists Ltd.*

*35 Archery Road, Cirencester, GL7 1AS*

[\*info@nd-send-specialists.co.uk\*](mailto:info@nd-send-specialists.co.uk)

*01285 323060*

## 6. Retention Schedule entries applicable to the processing

### 6.1 Introduction

This retention schedule outlines the data retention periods for personal data processed by ND SEND Specialists Ltd. (NDSENDS). As a specialist support service working with SEND children and young people, educators, and other professionals, the company also provides advocacy and mediation services, as well as training and support to schools. The schedule ensures compliance with UK GDPR and establishes clear timeframes for retaining and securely disposing of data.

### 6.2 Retention Schedule

Data Category	Purpose	Retention Period	Disposal Method
Names, addresses, and contact details of children & young people, their parents/carers, and professional contacts.	Communication and service provision	6 years after service completion	Secure deletion or shredding
Health and Medical Records	Supporting SEND children and young people	6 years after service completion	Secure deletion or shredding
Educational and Care Plans	Providing tailored support services	6 years after service completion	Secure deletion or shredding
Communication Records and Reports	Case management and advocacy	6 years after last interaction	Secure deletion or shredding
Training and Support Records	Staff training and professional development	6 years after training completion	Secure deletion or shredding
Employee Records	HR and legal compliance	6 years after employment ends	Secure deletion or shredding
Financial Records (e.g., invoices, payments)	Legal and accounting requirements	6 years from financial year end	Secure deletion or shredding
Third-Party Agreements and Contracts	Legal and operational requirements	6 years after contract end	Secure deletion or shredding
Safeguarding Reports	Compliance with child protection policies	6 years after case closure	Secure deletion or shredding
Consent Forms	Documenting legal basis for data processing	6 years after service completion	Secure deletion or shredding





## 6.3 Review and Disposal

- Data will be reviewed annually to ensure compliance with retention policies.
- Personal data exceeding the retention period will be securely deleted or destroyed.
- Secure disposal methods include digital data deletion using accredited software and physical document shredding.
- Any exceptions to this schedule will be documented and justified in line with legal or regulatory requirements.

## 6.4 Monitoring and Updates

This retention schedule will be reviewed annually or in response to regulatory changes. Any updates will be communicated to relevant personnel.

## 6.5 Contact Information

For inquiries regarding data retention, contact:

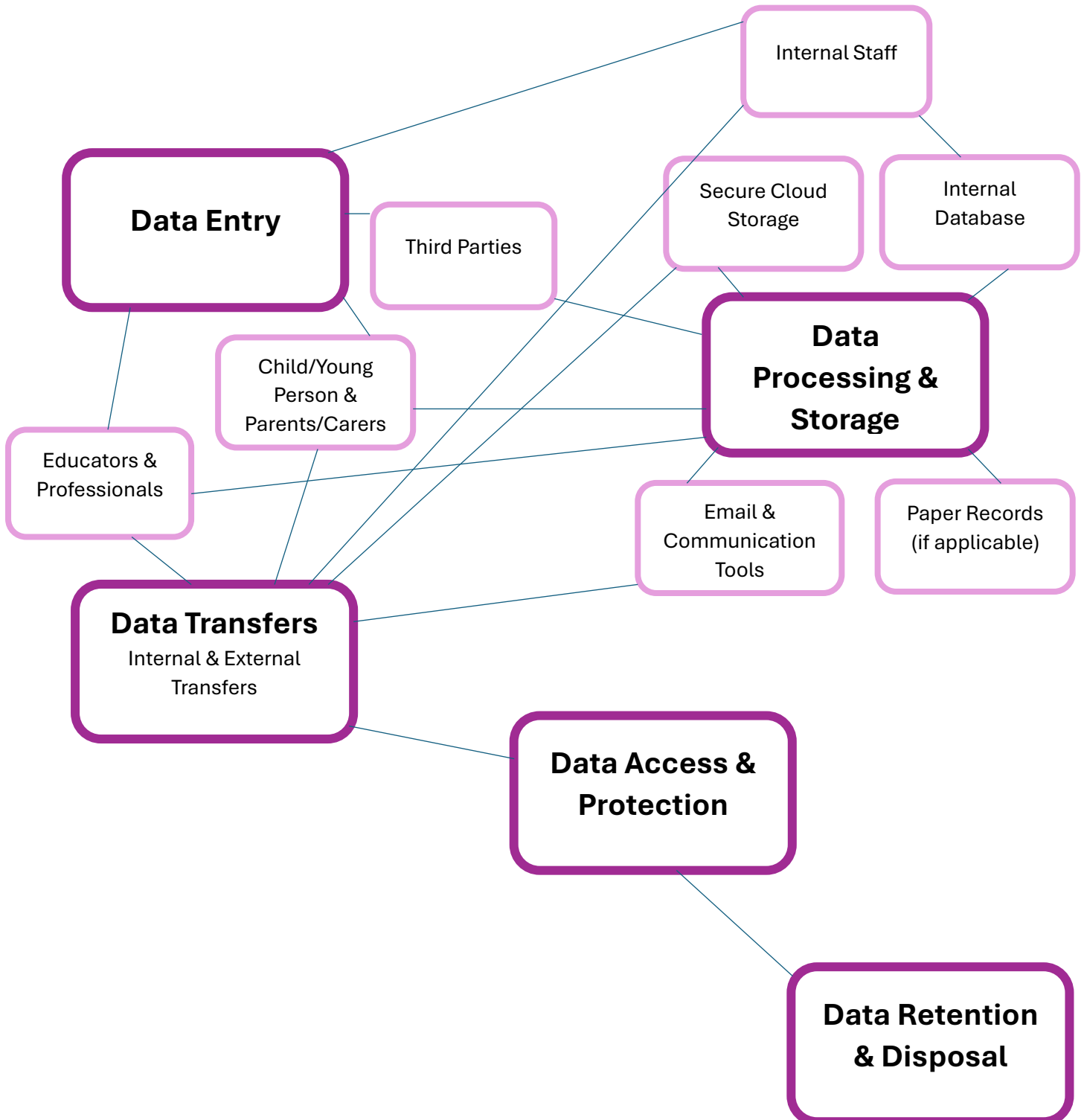
*ND SEND Specialists Ltd.*

*35 Archery Road, Cirencester, GL7 1AS*

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## 7. Information Flow Map





## 8. Information for Subjects including signs, Leaflets, Privacy Notice Clauses

### 8.1 Privacy Notice Clause

#### **ND SEND Specialists Ltd. (NDSENDS) Privacy Notice**

NDSENDS collects and processes personal data to provide specialist support services for SEND children and young people & their families, educators, and professionals. This includes advocacy, mediation, training, and staff support. Your data is handled securely and in compliance with UK GDPR. We only collect and process the data necessary for our services and will not share your information without a lawful basis. For full details, please review our Privacy Policy at: <https://nd-send-specialists.co.uk/privacy-policy/>

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### 8.2 Sign for Office or Online Platforms

#### **Your Data Matters!**

NDSENDS values your privacy and ensures that your personal data is protected under UK GDPR. Your information is only used for providing support, inclusion, advocacy, and training services. If you have any questions about how we handle your data, please contact:

**Email:** [info@nd-send-specialists.co.uk](mailto:info@nd-send-specialists.co.uk)

**Phone:** 01285 323060

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### 8.3 Example text for Leaflet for Data Subjects & Professionals

#### **Your Privacy & Data Protection**

At NDSENDS, we take data protection seriously. This leaflet provides an overview of how we handle your personal data in compliance with UK GDPR.

#### **What Data Do We Collect?**

We collect and process the following types of personal data:

- Contact details (name, address, phone, email)
- Medical and educational records (where necessary for our services)
- Communication records related to our support, advocacy, and training

#### **Why Do We Collect This Data?**

We use your personal data to:

- Provide personalised care and support services
- Facilitate advocacy and mediation services
- Train and support educators and professionals

#### **How Is Your Data Protected?**



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- **Secure Storage:** Data is stored securely using encryption and access controls.
- **Limited Access:** Only authorised personnel can access your data.
- **Retention:** Data is kept only for as long as necessary.

## Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Request corrections
- Object to processing
- Request deletion where applicable

For more details, visit <https://nd-send-specialists.co.uk/privacy-policy/> or contact us at [info@nd-send-specialists.co.uk](mailto:info@nd-send-specialists.co.uk)



## 9. Approved Processors/Sub-Processors

### Approved Processors/Sub-Processors

ND SEND Specialists Ltd. (NDSENDS) works with selected third-party processors and sub-processors to deliver services effectively while maintaining strict data protection standards. The following categories of approved processors may process personal data on our behalf:

- **Cloud Storage Providers** – Secure data storage and backup services compliant with UK GDPR.
- **Email & Communication Services** – Encrypted email and secure messaging platforms for communication.
- **IT Support & Security Services** – Ensuring secure data handling and cyber protection.
- **Payment Processing Providers** – Secure handling of financial transactions where applicable.
- **Professional & Legal Advisors** – Supporting advocacy, mediation, and compliance requirements.

All third-party processors are required to comply with UK GDPR, enter into a data processing agreement, and implement strict security measures to protect your data. For a full list of our current processors, please contact [info@nd-send-specialists.co.uk](mailto:info@nd-send-specialists.co.uk)