Breach notice

Sendix · DPA v1.4 clause 7 · DPIA v0.7 · November 2026

If a personal data breach affects your data, we tell you **without undue delay, and in any event within 24 hours** of becoming aware of it. That is our commitment in the data processing agreement (DPA v1.4, clause 7.1), and it is shorter than the 72 hours you have to report a breach to the ICO.

What the notice includes

As far as we know at the time, and in phases if we are still finding out:

- what happened, and when;
- the categories and approximate number of pupils, staff and records affected;
- the likely consequences;
- what we have done, and propose to do, to deal with it and to limit harm.

Who we tell, and how

- By email to the contacts your organisation gave us (your DPO, your billing administrator and your SEND lead, and for a trust the trust's contacts too), and by phone where we hold a number.
- From privacy@sendix.ai.

What we do after that

- We help you decide whether to report to the ICO and whether to tell families, and give you the facts you need to do it (DPA clause 7.2).
- We do not contact families or the ICO about your data ourselves unless you ask us to, or the law requires it.
- We keep a record of the breach, what we found and what we changed.
- We can pause new uploads and analyses for your organisation straight away, without ending the agreement. Your existing plans stay readable and exportable.

Telling us about a problem

If you think something is wrong, email privacy@sendix.ai with "Security" in the subject line. Please don't include pupil information.

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