Exit and continuity

Sendix · DPA v1.4 clause 8 · DPIA v0.7 · November 2026

What you can take out of Sendix, how we delete it when you leave, and what happens if Sendix stops trading. Clause numbers refer to our data processing agreement (DPA) v1.4.

1. Sendix never holds the only copy

- Sendix does not keep the original plan file. It reads the upload in memory, and the plan itself stays in your own records and the council's.
- Every amendment request and report Sendix produces is a file your staff download and keep: a Word document with tracked changes, or a PDF report.
- So if Sendix disappeared tomorrow, you would lose the working notes in the app (findings, decisions, drafts), not a statutory document.

2. Exporting your data, at any time

- **Per plan.** Any SENCO or SEND lead at the plan's school, or the trust's SEND lead, can download a data export of a plan from the plan's report page ("Download data export (JSON)"). It holds everything Sendix stores about that plan: the stored plan text, clauses, findings, decisions, evidence, review preparation records and activity, with staff email addresses masked. Your staff download it themselves; Sendix never sees the export.
- **Per pupil.** Sendix removes pupil names before storing a plan, so it cannot search by name, unless your school switches on pupil display names once built. Your staff find a pupil's plans by the report reference, the student reference used at upload, or a fingerprint of the original file, then export each plan as above. Our data subject request procedure follows the same steps (DPA clause 6).
- **Documents.** Amendment requests (Word, with tracked changes) and reports (PDF) are downloaded from each plan at any time. Where you use review preparation, staff can download the review write-up (Word). Download it before evidence text is deleted: passage deletion removes the source passages, including full parent and child views, from later exports.

3. When you leave

- At the end of the contract you choose: we return your data in a commonly used format, delete it, or both. We do this within **30 days** and confirm deletion in writing, unless the law requires us to keep something (DPA clause 8.1).
- **Deletion certificate.** Offboarding deletes your organisation's plans, findings, decisions, review preparation records, drafts, invitations and memberships, and its schools' if you are a trust, in one step. It produces a deletion certificate recording what was deleted (as counts), the scope, your reference and the time. It contains no personal data. We send you its details.
- Staff accounts that belong only to your organisation are anonymised. We keep the signed contract and DPA records as the record of the agreement.
- Deleted data leaves our encrypted backups, which stay in UK South, within **35 days** (DPA clause 8.2).

4. If Sendix stops trading

- **If we decide to close the service**, we will give you at least **90 days'** written notice. Exports stay available throughout. At the end, we delete your data and send a deletion certificate, as in section 3, and refund any fees you have prepaid for the period after closure.
- **If Sendix becomes insolvent**, the insolvency practitioner takes control of the company. The DPA still

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binds whoever holds your data: it may be used only on your instructions, kept confidential, and returned or deleted at the end. Your data is not an asset to be sold. Because you already hold the plans and every document Sendix produced (section 1), your statutory work does not depend on Sendix continuing.

- **If Sendix is sold**, the DPA continues to bind the new owner. We will tell you before any change of control that affects who processes your data, and any new sub-processor still needs 30 days' notice, with your right to object (DPA clause 5.2).

5. Keeping your own copies

We recommend that your SENCOs download each amendment request when they send it to the council. Then your own records hold everything you need, whatever happens to Sendix.

Questions: privacy@sendix.ai. Please don't send pupil information by email.

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