Compliance FAQs

Sendix · Based on DPA v1.5 and DPIA v0.8 and the Security Overview · November 2026

Short answers to the questions DPOs, heads and IT leads ask most. The DPA and the Security Overview in this pack give the detail.

1. Do you train AI on our data?

No. Sendix does not use your data to train or fine-tune any model. The AI model runs on Amazon Bedrock, which does not store prompts or outputs for this model and does not use them for training. On plan review, the model receives extracts of plan text with names and recognised identifiers already removed, never whole plans. Review preparation is different (question 13).

2. Where is our data hosted?

In the UK. The application, database, backups and logs are in Microsoft Azure UK South. The AI model runs on Amazon Bedrock in AWS London (eu-west-2), called in-region only; Sendix refuses any route that could send a request outside the UK.

3. Is any data transferred to the US or anywhere else outside the UK?

No personal data. Our code host (GitHub) and DNS provider (Cloudflare) hold no personal data. Our public website, which holds no pupil data, is served from Azure West Europe.

4. Who is the controller?

You are. The controller is the organisation responsible for the pupils' data: the academy trust, the governing body of a maintained school, the proprietor of an independent school or alternative provision, or the council in Scotland. Sendix is your processor and acts only on your instructions under the DPA. You choose the lawful basis and the retention period, and complete your own DPIA; this pack includes a template for each type of organisation.

5. Can parents see the data, or object?

Parents' and pupils' rights requests come to you, as controller, and your privacy notice tells families that you use Sendix (we provide a model paragraph). Sendix helps you respond: we forward any request we receive to you within 5 working days and act on your instructions within 10 (DPA clause 6). Your staff can export everything Sendix holds about a plan, and erase or restrict it. Parents do not use Sendix themselves.

6. How long do you keep data?

For as long as you set. The default for plan review records is 90 days from upload, and a daily job deletes records when your period ends. Deleted data leaves our backups within 35 days. At the end of the contract we return or delete your data within 30 days, as you choose, and give you a deletion certificate. Review preparation evidence has its own periods (question 13). The DPIA Summary lists every default.

7. Does Sendix decide anything? What if staff rely on a wrong suggestion?

Sendix checks a plan and suggests wording; a professional decides. A member of your staff accepts, edits or rejects every suggested wording change, and only accepted changes reach an exported plan. Only the local authority can amend an EHCP. Suggestions can be wrong, and the review panel says so. Each finding cites its basis, suggested wording uses only evidence in the plan, and where there is none Sendix says what is missing instead of guessing. Findings and suggestions support professional judgement and are not legal advice; your

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staff stay responsible for any plan they submit or issue.

8. Which certifications do you hold? Has there been a penetration test?

- **Cyber Essentials:** applied for on 9 October 2026 through IASME. The assessment is under way; no certificate has been issued.
- **Independent penetration test:** not yet done. It is complete before Sendix releases live pupil data to a fourth organisation, or earlier if an organisation's DPO or a trust asks for it. It covers cross-school access and the release checks, and we share its summary with each released organisation.
- **Until the test is complete**, Sendix releases live pupil data to no more than 3 organisations in total. Each is released only when Sendix holds a current Cyber Essentials certificate, the cross-school isolation tests pass on the version in production, and your DPO has accepted the remaining risks in writing. Until then, only fictional plans are used.

9. Who at Sendix can see our plans?

No one, through the application: a Sendix administrator gets "not found" on plan text, and there is no "log in as a user" feature. Underneath the application, one person, the founder, holds administrative access to the infrastructure, with MFA, and that access could reach the database. No contractors or advisers have access. The Security Overview explains what is and is not logged.

10. Do you support single sign-on? What do we need on our network?

Sendix is a web application used in a browser; there is nothing to install. Single sign-on is not available yet: staff sign in with a password and an authenticator app, which is mandatory for SENCOs and SEND leads. Your IT lead can record your SSO preference in Sendix, but it is not enforced. Allow **sendix.ai** and **app.sendix.ai** through your web filtering.

11. What happens if there is a breach?

We tell you without undue delay, and in any event **within 24 hours** of becoming aware of it (DPA clause 7.1), well inside your 72 hours to report to the ICO. We help you decide whether to report and whether to tell families, and we can pause new uploads for your organisation straight away.

12. What do we sign?

The Sendix Data Processing Agreement, **version 1.4**, signed in the Sendix app by an officer the controller has authorised, and countersigned by Sendix. No real pupil data is processed until both parties have signed it and Sendix has confirmed in writing that live data is released for your organisation.

13. What about annual review preparation and pupil names?

Review preparation is optional, for England EHCPs. It is off for real pupil data until your organisation has countersigned DPA v1.4 or later and been released.

- **What is held.** The reports, views and staff knowledge your staff add, whole, encrypted at field level. They can include health information, so staff add only what the review needs. The health and social care section discard does not apply to this evidence.
- **What the filter removes.** The child's name, recognised identifier patterns and labelled full dates of birth. Other dates stay, because they show when something happened. LA case references and identifiers in unrecognised forms may remain.
- **AI analysis** is off for real pupil data. It stays off until Sendix's founder records a release decision after an evaluation labelled by a SENCO.
- **Decisions.** Staff record their own status and reason. A suggested status never reaches the write-up. Staff must actively select a quote the model found before it reaches the write-up, a requirement in force before release.

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- **How long.** Where retention enforcement is on, evidence passages are deleted 30 days after a review is finalised or cancelled, or 180 days after the latest activity on an open review. An active legal hold pauses this. Saved quotes stay with the plan.
- **Pupil display names** are an optional feature, off by default and switched on per school by you, in effect once built. The AI model never receives the name.

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

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