

Audiescreen Privacy Information

How the Supplier uses personal data for its own purposes

Version 1.0. In force from 7 October 2026.

This notice explains what the Supplier does with personal data as a controller in its own right, including when you use audiescreen.com. It does not cover what a school does with AudieScreen. The school decides what messages are sent and to whom, and gives its own privacy information about that.

1 Two different roles

When a school sends a message through AudieScreen, the school decides what is sent, to whom and when. The school is the controller for that information and the Supplier acts on its instructions under the Data Processing Addendum.

Separately, the Supplier processes some personal data for its own purposes, such as running the customer relationship, keeping the service secure and meeting legal obligations. This notice covers that second role only.

2 What the Supplier processes as a controller, and why

What	Why	Lawful basis
Contact details of the person who places an order, any invoice email address given, and customer administrators	Managing the subscription, sending notices, renewal reminders and suspension warnings	Performance of a contract, and legitimate interests in managing customer relationships
Records of acceptance of the Authorised User Terms, being name, business email, IP address, date, time and terms version	Evidence of who accepted which version of the terms	Legitimate interests in being able to establish and defend the terms that apply
Records of acceptance at online checkout: the school, the name, role and email of the person who accepted, the date and time, the internet address, the wording shown and the version of each document	Evidence that a contract was formed and on what terms	Performance of a contract, and legal obligation
Security and audit logs, including sign in records and IP addresses	Detecting and investigating misuse, unauthorised access and security incidents	Legitimate interests in protecting the service and its users, and legal obligation
Support correspondence	Answering support requests and improving support	Performance of a contract, and legitimate interests
Billing and payment records	Taking payment, accounting and tax	Performance of a contract, and legal obligation
Service metadata such as volumes, timings, error rates and platform types	Operating, securing and improving the service, and producing aggregated statistics	Legitimate interests in operating and improving the service
Details you give when you contact us, ask Navigator a question, register for a webinar or use audiescreen.com, and cookies as described in the Cookie Policy	Answering enquiries, running webinars and improving the website	Legitimate interests, and consent where the Cookie Policy says so

The Supplier does not use message content to train general purpose artificial intelligence models, and does not build advertising or marketing profiles from customer data.

3 Who the Supplier shares it with

The Supplier shares personal data with the third parties listed in the Subprocessor Notice, with its professional advisers, and with a regulator, court or authority where the law requires it. It shares billing details with Stripe Ltd, which processes card and Direct Debit payments. It may share information with a buyer or investor in connection with a genuine sale or reorganisation of the business, subject to confidentiality.

4 Where it is held

Where the data is held, and any safeguard relied on for access from outside the United Kingdom.

5 How long it is kept

Record	Retention
Acceptance records	For the term and six years afterwards, so that the terms in force at any time can be established
Security and audit logs	[Retention period]
Support correspondence	[Retention period]
Billing and accounting records	Six years, or longer where the law requires
Contact details	For the term and a reasonable period afterwards

6 Your rights

You have the right to ask for a copy of your personal data, to have it corrected, to have it erased in some circumstances, to restrict or object to processing, and to data portability where it applies. Where the Supplier relies on legitimate interests you may object, and it will stop unless it has compelling grounds to continue.

If your question is about a message your school sent, or about the information your school holds in the system, ask your school. It is the controller for that information.

7 How to contact the Supplier and how to complain

The Supplier is Audiescreen Ltd, a company registered in England and Wales, company number 17464815, registered office Unit 2 The Crossroads Business Centre Freckleton Street, Kirkham, Preston, England, PR4 2SH.

Purpose	Contact
Data protection questions and rights requests	[data protection email address]
Reporting a security incident	[security incident address]
Data protection complaints	[complaints address]

The Supplier will acknowledge a complaint about its own processing within the period required by law. If you are not satisfied you can complain to the Information Commissioner's Office.