



PROCUREMENT AND DATA PROTECTION

Your Inclusion Partner procurement pack

A plain-English summary of the service, data processing terms, security controls, subprocessors, accessibility approach and support standards.

Prepared for UK schools and trusts

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What this pack is for

This pack gives school, trust, data protection and procurement colleagues a practical basis for review. It is not a signed contract. The final quote and order form confirm the contracting entity, business address, VAT treatment, participating schools, term, seat allowance and any customer-specific requirements.

Service overview

Your Inclusion Partner (YIP) is an online professional support platform for adults working in or with UK schools and trusts. It brings together practical inclusion resources, guided reflection tools, a private professional community, human expert support and YIP Assistant.

Important service boundary

YIP supports professional thinking. It does not diagnose a pupil, make statutory decisions, replace safeguarding procedures or provide emergency, medical or legal advice.

Core services

- A resource library containing guidance, templates and printable materials for school use.
- Guided tools that help staff move from a broad concern to a specific, reviewable next step.
- YIP Assistant responses grounded in YIP resources, with external evidence clearly identified when used.
- Private expert questions for situations that need a person rather than an automated response.
- School workspaces for staff access, action planning, resource assignment and evidence notes.
- A moderated professional community with reminders not to include identifiable pupil information.

Commercial summary

- Individual membership: GBP 12 per month including VAT, or GBP 120 per year including VAT.
- Whole School: GBP 49 per month excluding VAT, or GBP 490 per year excluding VAT. The standard licence includes up to 25 staff accounts.
- Trust and MAT access: GBP 395 per participating school per year excluding VAT, subject to one annual agreement.
- School and trust access is confirmed through a supported order process before billing starts.

Data processing addendum

These standard terms are intended to form the data processing schedule to a school or trust order. The completed order form identifies the parties and takes precedence where it records an agreed customer-specific position.

1. Roles and scope

For personal data placed in a school or trust workspace by authorised staff, the school or trust acts as controller and the YIP contracting entity acts as processor. YIP acts as an independent controller for account administration, security records, enquiries, supplier management and billing records.

2. Subject matter and duration

Processing is limited to operating, securing, supporting and improving the contracted service for the term of the agreement and any limited period needed to return, delete or lawfully retain records after it ends.

3. Processing details

- People: authorised staff, platform administrators, invited colleagues and people who contact YIP.
- Account data: name, work email, job title, phase, organisation, access role and security records.
- Service data: saved resources, guided-tool responses, community activity, expert-support messages, action plans, assignments and evidence notes.
- YIP Assistant data: the question, selected YIP context, generated response, source references and limited usage records.
- Operations: hosting, authentication, private storage, transactional email, support, security monitoring and billing administration.

The service is designed not to require pupil personal data. Users are repeatedly instructed not to enter names or other details that could identify a child or young person.

4. Documented instructions

YIP processes school-controlled data only to provide the service, comply with the agreement and follow documented instructions that are lawful and within scope. If YIP believes an instruction conflicts with data protection law, it will explain the concern and pause the affected processing where reasonably necessary.

5. Confidentiality and security

Access is limited to authorised people who are subject to confidentiality duties. YIP applies proportionate technical and organisational measures, including encrypted connections, secure authentication, least-privilege roles, row-level database controls, private file storage, time-limited download links, security headers, audit records, server-side validation and automated bot protection.

Data processing addendum - continued

6. Subprocessors

YIP may use the subprocessors listed in this pack to deliver the service. They may process data only for their stated purpose and under contractual safeguards. Material changes will be notified to contracted organisations so that a reasonable concern can be raised.

7. Individual rights and controller assistance

Taking account of the nature of the processing, YIP will provide reasonable assistance with access, correction, deletion, restriction, objection and portability requests that concern school-controlled data. Requests received directly will be referred to the controller unless the law requires another response.

8. Personal data breaches

YIP will contain, investigate and document suspected incidents. Where a confirmed breach affects school-controlled data, YIP will notify the controller without undue delay and provide the known facts, likely consequences, mitigation and next update so the controller can make its own regulatory assessment.

9. Assessments, consultation and audit information

YIP will provide information reasonably needed for a data protection impact assessment, prior consultation or proportionate compliance review. The parties will first use this pack, current security documentation and supplier evidence. Any additional audit must protect other customers, platform security and confidential information and avoid unnecessary disruption.

10. Return, deletion and retention

At the end of service, customer-controlled data will be returned or deleted in line with the order and documented retention process, unless the law requires limited continued storage. YIP Assistant history is automatically deleted after 90 days. Account, transaction, security and contractual records are kept only for as long as needed for the service, legal obligations or the establishment and defence of claims.

11. International transfers

Where a provider processes personal data outside the UK, YIP relies on an available UK adequacy regulation or approved transfer safeguard together with appropriate contractual and technical protections. Current provider locations and safeguards are confirmed during contracting where required.

12. Order of precedence and changes

The signed order, its agreed schedules and these terms form the processing agreement. If they conflict, the signed customer-specific schedule takes precedence. YIP will not materially reduce data protection commitments during a current paid term without notice.

Data map and retention

Data	Purpose	Typical retention
Account and profile	Sign-in, personalisation, access control and support	For the active account, then limited legal or security retention
YIP Assistant conversation	Prepare, save, revisit, print and source the response	Automatically deleted after 90 days
Guided-tool response	Save the member's structured reflection and next step	For the active account unless deleted earlier
School workspace	Actions, assignments, team access and implementation evidence	For the contract term and agreed offboarding period
Community and expert support	Professional discussion, moderation and private support	For service delivery, moderation and proportionate record keeping
Billing and contract	Payment, invoicing, tax, renewal and dispute handling	For applicable accounting and legal periods
Security and service events	Protect the service, investigate incidents and understand reliability	Limited according to operational and security need

Data minimisation

Schools should not use YIP to store pupil case files. Questions and reflections should describe the educational situation without names, initials, dates of birth, contact details or combinations of information that could identify a child.

Subprocessor register

Provider	Purpose	Data involved
Vercel	Application hosting, delivery, security controls and AI Gateway routing	Account details, requests and encrypted application traffic
Supabase	London-region database, authentication and private file storage	Accounts, workspace content and protected resources
Stripe	Subscription checkout, invoices and billing portal	Customer and payment administration; YIP does not store card details
ICUK	Transactional email delivery	Recipient address and the content of the service email
OpenAI and Perplexity	YIP Assistant generation and optional live web research through Vercel AI Gateway	The question, selected YIP context and generated response; users are told not to enter identifiable pupil information

The signed order records any additional information needed about provider locations or transfer safeguards. Material changes to this register are notified to contracted organisations.

Security and incident management

Current controls

- HTTPS encryption for information in transit.
- Secure authentication cookies and email confirmation for new accounts.
- Role-based access with separate platform, content, moderation, expert and organisation permissions.
- Database row-level security and owner-only access for private YIP Assistant and guided-tool history.
- Private object storage and short-lived signed links for protected downloads.
- Server-side input validation, Stripe webhook verification, security headers and automated bot protection.
- Audit records for privileged access and administration changes.
- Automatic deletion of YIP Assistant history after 90 days.

Incident process

- Triage and contain the suspected incident.
- Preserve relevant evidence and establish the affected systems, people and data.
- Reduce ongoing risk, document decisions and restore service safely.
- Notify affected controllers without undue delay where school-controlled personal data is involved.
- Provide known facts, likely impact, mitigation and a time for the next update.
- Complete a lessons-learned review and track agreed improvements.

Reporting a concern

Email hello@yourinclusionpartner.co.uk with the subject 'Security concern'. Do not place passwords, recovery links or pupil-identifiable information in the message.

Accessibility and service standards

Accessibility approach

YIP is built towards WCAG 2.2 AA. Work includes semantic headings, labelled forms, keyboard access, visible focus, responsive reflow, contrast and reduced-motion support. This is a service objective, not a claim that an independent accessibility audit has been completed.

If a user reports a barrier, YIP aims to acknowledge it within two UK working days, provide a practical workaround where possible and record the issue for correction.

Support targets

- Account and access incidents are prioritised first.
- General support enquiries: initial response target within two UK working days.
- Private expert questions: initial response target within two UK working days.
- Planned maintenance is communicated where it may affect normal use.
- Contract-specific commitments are recorded on the order form.

Service continuity

YIP uses managed hosting, database and payment providers. Operational recovery is based on restoring secure access, protecting data integrity and communicating clearly. A customer-specific continuity questionnaire can be completed during procurement where required.

Supplier and order information

Service and trading name	Your Inclusion Partner
Website	https://yourinclusionpartner.co.uk
General and procurement email	hello@yourinclusionpartner.co.uk
Data protection contact	tim@rycroft.co
Contracting legal name and address	Confirmed on the formal quote and order form before signature
Company or business registration	Confirmed on the formal quote and order form where applicable
VAT treatment	Shown on the quote and invoice. Public prices clearly state whether VAT is included or added
Applicable law and contract term	Confirmed on the signed order

Documents available with an order

- Completed quote and order form.
- Customer-specific data processing schedule where required.
- Current subprocessor and security information.
- Invoice or purchase-order details.
- Any agreed school or trust onboarding schedule.

Next step

Send the school or trust name, number of participating schools, expected staff count and procurement contact to hello@yourinclusionpartner.co.uk. YIP will return a completed supplier block and quote before any billing starts.

This pack is reviewed as the service develops. Please use the current version available at yourinclusionpartner.co.uk/procurement.