

Safeguarding Policy and Terms and Conditions

Welcome to...
SEND@Heart

We are a UK based platform specialising in helping you navigate the complex arena of Special Educational Needs/Disability and supporting your emotional well-being as a parent/educator of a child with SEND. We offer digital resources, compassionate, expert advice, support, and training related to SEND, so that we can support your journey and champion your child.

These Terms and Conditions, along with our Safeguarding Policy, govern your use of this site and the services provided. We are committed to safeguarding and promoting the welfare of children, and this document outlines the steps we take to protect vulnerable users.

By accessing or using our site, you agree to comply with and be bound by our policies (including our privacy policy) and the terms and conditions set out in this document. If you do not agree to these terms, please refrain from using our site.

Safe-Guarding Policy

All adults working on behalf of children have a responsibility to protect them and to provide a safe environment in which they can learn and achieve their full potential. Everyone who comes into contact with children and their families therefore has a role to play in safeguarding children. SEND@Heart recognises that many of the children and families we directly support may be at greater risk of harm than typical students within mainstream schools and organisations. This is because we primarily work with young people who may for example:

- Have Education Health and Care Plans (EHCPs)
- Be in care, have a child in need plan or child protection plan
- Be out of school or a school refuser
- Have complex needs - e.g. learning disabilities, non-verbal, social emotional or mental health needs, or physical disabilities
- Have otherwise known barriers to learning and inclusion.

Such factors make it more difficult for children/young people to express when something troubling has happened to them. SEND@Heart is committed to safeguarding and promoting the welfare of all children and vulnerable people who engage with our resources and services.

**Ensuring that children with SEN and disabilities
are fully supported, respected and heard
is at the core of our mission.**

We take our responsibility to create a safe and secure online environment, seriously. To ensure the safety and well-being of children on our site we review user-generated content to ensure it is appropriate for all audiences, particularly children and vulnerable individuals. Any content that violates our standards will be removed, and users may be banned from the site. We encourage parents and guardians to supervise their children's use of the site and to review any materials before they are accessed.

If you have any concerns about the welfare of a child or vulnerable person, whether related to the use of the site or other interactions, please contact us immediately at info@sendatheart.com. We take all reports seriously and will take appropriate action, which may include contacting law enforcement or child protection agencies if necessary.

Terms and Conditions

User Responsibilities:

We reserve the right to terminate your access to the site for violations of these terms. By accessing and using the site, you agree to:

- Use the site only for lawful purposes and in a way that does not infringe the rights of, restrict, or inhibit anyone else's use and enjoyment of the site.
- Not post or transmit any offensive, inappropriate, or illegal content, including but not limited to harmful, threatening, defamatory, or obscene materials.
- Ensure that all information provided by you is accurate and up to date.
- Being responsible for maintaining the confidentiality of your account and payment information.

Courteous Liaison Between Client and Specialist

We value open and constructive communication with parents, educators, etc. In the spirit of maintaining a respectful and productive relationship, all communication should be courteous and professional. This includes:

- **Respecting Boundaries:** SEND@Heart is available to offer guidance and advice. Users must respect their time and availability. Please adhere to any specified contact hours or communication channels.
- **Mutual Respect:** Both clients and specialist are expected to engage in conversations that are free from abusive language, aggressive behaviour or discriminatory comments.
- **Constructive Feedback:** Feedback regarding the services or resources provided should be given in a constructive manner. SEND@Heart is open to suggestions, but any form of harassment or hostility will not be tolerated.
- **Communication Channels:** All communication should occur through the appropriate, provided channels (e.g., official email addresses, chat functions or phone calls, as specified by SEND@Heart

Privacy and Data Protection

We are committed to protecting your privacy. Any personal data collected through the site will be used in accordance with our Privacy Policy. This includes any data regarding children, for which we take additional protective measures.

Payment and Refund Policies

Where applicable, resources and services available on the site require payment. All prices are clearly indicated and payment methods are secure. All digital products are non-refundable due to their intangible nature, except in cases of technical errors where you are unable to access the content. Prices for consultations, courses, and downloads are subject to change without prior notice, but any purchased services will not be affected by price changes after the transaction is completed.

Disclaimer of Advice

While we strive to ensure that all information on this site is accurate and up to date, SEND@Heart does not warrant the accuracy or completeness of the content provided for every unique situation. We are not responsible for any loss or damage arising from the use or inability to use our site or resources, including any indirect or consequential losses. The advice, consultations, and resources provided through SEND@Heart are intended as guidance only. The application of our suggestions is entirely the responsibility of the user and SEND@Heart cannot be held liable for any decisions or actions taken based on this advice. Additionally, such advice/support is not a substitute for legal advice or personalised advice from specific professional experts such as Speech and Language Therapists, Educational Psychologists etc.

Intellectual Property

All materials on this site, including but not limited to text, graphics, logos, images, and digital resources such as PDFs and courses, are the intellectual property of SEND@Heart unless otherwise stated. These materials are protected by copyright laws. You are granted a non-exclusive, limited license to download and use these materials for personal, non-commercial purposes. Any other use, including modification, distribution, or reproduction without express permission, is strictly prohibited.

Changes to Terms

We reserve the right to update or modify these terms at any time without prior notice. Any changes will be effective immediately upon posting on our website. These terms shall be governed and construed in accordance with the laws of the UK, without regard to its conflict of law provisions. If you have any questions about our Safeguarding Policy Terms and Conditions, please contact us at: info@sendatheart.com / 07599961647