

## Use of Artificial Intelligence (AI) by Psychology4Learning Ltd. Privacy Notice

This notice explains how we use AI tools (specifically Microsoft 365 Copilot) when handling personal data and provides transparency about how this affects clients, parents, and schools.

Copilot utilises large language models (LLMs), a type of artificial intelligence (AI) algorithm that uses deep learning techniques to understand, summarise, predict, and generate content. Copilot services operate under Microsoft's enterprise security, encryption, and UK/EU data residency controls.

We use Copilot to support administrative tasks, drafting and formatting documents, summarising information (e.g. meetings or notes), and improving accessibility for staff.

We also use AI tools to help summarise information (such as emails, Teams chat messages and meeting transcripts, documents), for example to prepare for meetings, create and format documents, analyse data, proofreading of reports, and generate content such as draft emails or presentations. They also assist with note-taking and idea generation to support efficient communication and decision-making. All AI-generated content is reviewed and verified by a qualified professional before being used in reports or communications. All assessments, recommendations and reports are written and approved by a qualified professional.

Types of data processed may include;

- Names and contact details
- Educational reports and assessment data
- Meeting transcripts (Teams)
- Audio/video recordings (where applicable)

Where special category data is processed (e.g. information relating to a child's health, development or special educational needs), this is processed under Article 9(2)(a) consent and/or Article 9(2)(h) provision of health or social care, as relevant to educational psychology services.

Where we use clients' personal data with Copilot, this is processed under the lawful basis of 'consent', e.g. to undertake educational psychology assessments on children and young people, as requested by their school educational setting, and/or parents / legal guardians. In other circumstances, your personal data will be processed under the lawful basis of "legitimate interest" e.g. in recruitment.

We may collect audio and visual recordings, as well as transcripts, of conversations held using Microsoft Teams. The transcription function in Teams allows Copilot to produce some of the outputs referred to above. Personal data is retained in line with our main Privacy Policy and records retention schedule. You have the right to withdraw consent at any time for audio and visual recordings and transcripts.

We will continue to monitor our use of Copilot to review the risks and benefits of this deployment. Any extension of our use will be considered under our risk assessment processes and this privacy notice will be updated accordingly.