

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Electronic Communication Disclaimer Policy

Standard disclaimers and expectations for email, SMS and messaging sent by or received from TTT.

Document Control

Document Title	Electronic Communication Disclaimer Policy
Version	1.0
Effective Date	22 April 2026
Next Review Date	22 April 2027
Policy Owner	Phenil Mehta, Centre Manager
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	All electronic communications sent by TTT staff, associates or automated systems

Electronic Communication Disclaimer Policy

1. Purpose

This policy sets the standard disclaimers that accompany electronic communications sent by TTT and the expectations for staff and associates when using email, SMS and messaging. It protects TTT, its recipients and data subjects by making the legal status, confidentiality and data protection position of every message clear and consistent.

2. Scope

This policy applies to:

- Email sent from a TTT email address (...@theteachertrainer.co.uk)
- SMS sent from TTT numbers or platforms
- WhatsApp and similar messaging used for course-related purposes as described in the Course Terms and Conditions
- Automated system notifications sent from TTT platforms, including the Learning Management System

3. Policy Statement

TTT is committed to the following principles and commitments.

1. Every TTT email carries a standard disclaimer covering confidentiality, data protection and the limits of electronic communication.
2. Electronic communications are not treated as the formal basis for contract formation or variation unless they cross-reference signed documents or are confirmed by an explicit acceptance.
3. Confidential or sensitive personal data is not sent by unencrypted email where a more secure channel (LMS, secure portal) is available.
4. Staff and associates follow the expectations in Section 7 when using electronic communications for TTT purposes.
5. The standard disclaimer is reviewed at least annually and after material legal, regulatory or operational change.

4. Default Electronic Communication Position

TTT does not append a long legal disclaimer to the footer of every email. Long footers are widely ignored by recipients, accumulate over reply chains and can be inconsistently applied across staff, devices and email clients, which weakens rather than strengthens the position they aim to protect. Instead, TTT establishes the following default position by policy. This position applies to every email, SMS and messaging communication sent by TTT staff and associates, whether or not the message itself repeats it. Staff do not need to paste the wording into individual messages.

4.1 Confidentiality: Every electronic communication sent by TTT, and any attachment, is intended solely for the addressee and is treated as confidential. A recipient who receives a TTT communication in error is asked to notify the sender and delete the message; TTT does not waive confidentiality or privilege by inadvertent disclosure.

4.2 Data protection: TTT processes personal data in line with the UK GDPR and the Data Protection Act 2018. How TTT uses personal data and the rights of data subjects are set out in the Privacy Notice at www.theteachertrainer.co.uk. Data protection queries are directed to phenil@theteachertrainer.co.uk.

4.3 Security limitations: Electronic messages are not a secure means of communication. TTT does not accept responsibility for changes made to a message after it was sent, nor for viruses or other damage caused by electronic transmission. Recipients are responsible for scanning attachments before opening.

4.4 Contractual position: Unless an email body explicitly states otherwise, electronic communication from TTT does not form, vary or terminate any contract. Contractual changes are made through signed documents or an explicit written acceptance, as set out in Section 6.

4.5 Identification: TTT email is sent from theteachertrainer.co.uk addresses. TTT's registered details (Regus House, Fairbourne Drive, Atterbury, Milton Keynes MK10 9RG; 01908 736 777; info@theteachertrainer.co.uk; www.theteachertrainer.co.uk) are published on the TTT website and form part of TTT's standing electronic identity.

4.6 When a tailored notice may be added: Most TTT emails do not carry a disclaimer. Staff may, however, add a short, tailored notice in specific circumstances where it adds genuine value, for example:

- On a single email transmitting confidential commercial terms or sensitive personal data, marking the email "Private and Confidential" in the subject line and stating in the body that the contents are confidential
- On an email containing learner records sent to a sponsor or employer, confirming the limits of permitted use
- Where a third party has reasonably requested a confidentiality marking

Tailored notices are short, specific to the message and added to the body of the email, not as a generic footer.

5. Short-Form Disclaimers

Short-form electronic messages carry a brief disclaimer suited to the channel.

Channel	Standard wording
SMS	'TTT course reminder. Do not reply with personal data. See www.theteachertrainer.co.uk for Privacy Notice.' (Opt-out instruction appended where the message is marketing.)

Channel	Standard wording
WhatsApp (first message to a learner)	'This is TTT (The Teacher Trainer Ltd) using WhatsApp for course-related messages you agreed to at enrolment. Do not share sensitive personal data here; use the LMS for that. Privacy Notice at www.theteachertrainer.co.uk .'
Automated LMS notifications	Footer reads 'This is an automated message from The Teacher Trainer Ltd. Please do not reply to this email; use admin@theteachertrainer.co.uk for queries.'

6. Contract Formation and Variation

- Electronic communications are treated as correspondence, not as standalone contracts, unless they expressly state that they form a binding agreement
- Changes to the Course Terms and Conditions, the Reseller Agreement, the Fees, Refunds and Cancellation Policy or any other commercial document are made through signed documents or a documented change-management process, not by email alone
- Electronic acceptance of a specific proposal (for example, 'I accept the terms attached to your email of 10 April') is binding where all essential terms are clear

7. Staff and Associate Expectations

- Use TTT email for TTT business; do not forward TTT correspondence to personal email accounts
- Apply the Information Security and Cyber Security Policy: MFA on email, anti-phishing vigilance, no transfer of credentials
- Do not paste learner's personal data into public AI tools; use TTT-approved enterprise tools
- Check recipient lines, especially TO vs CC vs BCC, before sending messages that mention a learner or a third party
- Where a mis-send occurs, notify the Data Protection Lead immediately under the Data Protection and GDPR Policy
- Use secure attachments, cloud links with expiry or the LMS for sensitive personal data rather than unencrypted email
- Do not use personal messaging apps for TTT communication with learners outside the channels agreed at enrolment
- Where a response requires contractual commitment beyond the sender's authority, seek sign-off from the Centre Manager before responding

8. Language and Tone

- Communications use British English and a professional, respectful tone
- Communications avoid discriminatory language and follow the Equality, Diversity and Inclusion Policy
- Where a communication is sensitive (complaint, appeal, safeguarding, malpractice), it is handled under the relevant policy rather than an informal email exchange

9. Records and Retention

- Significant correspondence is retained on the learner or matter file, not only in an individual staff inbox
- Routine email is retained in line with the Data Retention and Disposal Policy
- SMS and WhatsApp course-related content relevant to a case is captured into the learner file where it forms part of the record

10. Unsolicited Electronic Messages (PECR)

- Marketing by SMS or email relies on the soft opt-in for existing learners or on prior consent for prospects
- Every marketing message offers a clear opt-out; opt-outs are honoured immediately
- Transactional messages (course-related, administrative) are distinct from marketing and do not require consent

11. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by ICO guidance, legal reform, email system change or significant incidents. All outcomes are recorded in the Version History at Section 13.

12. Related Documents

This policy should be read alongside:

- Data Protection and GDPR Policy
- Privacy Notice
- Cookies Policy
- Information Security and Cyber Security Policy
- Social Media Policy
- Online Learning and Digital Conduct Policy
- Data Retention and Disposal Policy
- Staff Code of Conduct
- Course Terms and Conditions

13. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone policy setting standard email disclaimer wording, short-form disclaimers for SMS and WhatsApp, contract formation clarifications, PECR alignment and staff expectations for secure and professional electronic communication.

14. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date