



# Privacy Policy

Version 1.2 | March 2026 | Honeycomb AI by Nectarwood Ltd

## 1. Who we are

**Nectarwood Ltd** (company number 17112398) (“we”, “us”, “our”), trading as Wild Schooling, operates Honeycomb AI, a staff-facing AI assistant for schools.

Registered address: Suite A, 82 James Carter Road, Mildenhall, IP28 7DE

Company number: 17112398

Contact email: support@wild-schooling.com

Data Protection Officer: Simon Sharp, support@wild-schooling.com

For the purposes of UK data protection law (including the UK GDPR as amended by the Data (Use and Access) Act 2025), the school is the data controller. Nectarwood Ltd acts as a data processor where school data is processed by our services, as set out in our Data Processing Agreement.

## 2. What this policy covers

This policy explains how data is handled when a school uses the Honeycomb AI platform. Honeycomb AI is designed for use by school staff only. It is not intended for use by pupils, parents, or members of the public. No children’s data is processed by the platform.

Honeycomb AI runs on a dedicated appliance within the school building. The vast majority of data never leaves the school premises. This policy explains the limited circumstances in which data is transmitted to external services, and what safeguards are in place.

## 3. Data that stays on the school premises

The following data is stored and processed entirely on the school’s own appliance:

- Documents uploaded by staff (school policies, letter templates, curriculum materials)
- Document embeddings (mathematical representations used for search and retrieval)
- Institutional memory (the school’s accumulated preferences and working patterns)
- Conversation history between staff and Honeycomb AI agents
- User accounts and authentication credentials
- Skills and agent configurations
- Activity and search audit logs

This data is under the school’s complete control. Nectarwood Ltd cannot access it remotely unless the school explicitly grants access for support purposes.

## 4. Data that is excluded entirely

Honeycomb AI is architecturally designed to prevent the processing of sensitive personal data. A built-in PII validator automatically blocks:

- Individual pupil records (names, dates of birth, UPNs, addresses)
- Safeguarding records (CPOMS entries, referrals, concern forms)

- Staff HR records (sickness, disciplinary, performance management, pay)
- Medical records or health care plans identifying individual children
- Social services correspondence or LAC documentation
- Financial records containing personal data
- Photographs of children

If a staff member attempts to upload a document containing these categories of data, the upload is rejected with a clear explanation. This filter is always active and cannot be bypassed.

## 5. Data that leaves the school premises

**AI language processing (Honeycomb Lite):** When a staff member asks Honeycomb a question, an assembled prompt is sent via encrypted HTTPS to Google Gemini (Vertex AI, EU-hosted). This prompt contains Honeycomb's instructions, short excerpts from relevant school documents (typically 3–5 passages of approximately 500 words each), generalised memory context, and the staff member's question. The PII validator checks every outbound request and blocks it if personal data is detected. Google's enterprise data processing terms prohibit storage and use of customer data for training.

**Encrypted backups:** Honeycomb takes encrypted backups to Wasabi (London, UK). Backups are encrypted with AES-256 before leaving the school. Your school holds the decryption key. Nectarwood Ltd holds a separate encrypted copy of the key (key escrow) which can only be used with documented school permission in an emergency, such as the school losing its own key. The backup provider cannot read the data.

**Operational monitoring (opt-in):** If the school opts in, a lightweight status report is sent every 15 minutes containing operational metrics only: disk space, RAM usage, uptime, user count (not names), and service status. No school content, documents, or conversations are ever transmitted.

**Honeycomb Pro:** Schools using Honeycomb Pro (local AI inference via Ollama) have no AI-related outbound data at all. Nothing leaves the building.

## 6. AI model training

**Honeycomb AI does not train or fine-tune any AI model using school data.** School documents are used as reference material at the time of each query (Retrieval Augmented Generation). The AI model is unchanged by Honeycomb's operation. No school's data contributes to improving the model for any other school.

## 7. Lawful basis for processing

The school, as data controller, determines the lawful basis for processing. For Honeycomb AI, the most likely bases are:

- **Legitimate interests** (Article 6(1)(f)) — staff productivity and administrative efficiency
- **Public task** (Article 6(1)(e)) — core educational functions

The school's DPO should confirm the appropriate basis for their circumstances.

## 8. Data retention

Conversation history is retained on the school's appliance indefinitely unless deleted by staff. Daily interaction logs are automatically pruned after 90 days. Encrypted backups are retained for disaster recovery purposes. Schools can request deletion of all data at any time.

## 9. Sub-processors

Sub-processor	Purpose	Data processed	Location
Google (Vertex AI)	Language model inference	Assembled prompts (PII stripped)	EU
Wasabi	Encrypted backup storage	Encrypted backup packages	London, UK
Vercel	Monitoring dashboard hosting	Operational metrics only	Global (no personal data)
Vultr	Tunnelling and update server	Update packages, heartbeat data	London, UK

We will notify schools before making changes to our sub-processors.

## 10. International transfers

School data processed by Honeycomb AI remains in the UK and EU. AI inference uses Google's European data centres. Encrypted backups are stored in Wasabi's London data centre. Some operational infrastructure (Vercel) may process limited operational metrics outside the UK; this data contains no personal information.

## 11. Your rights

Under UK GDPR and the Data (Use and Access) Act 2025, data subjects have the right to access, rectification, erasure, restriction, portability, and objection. To exercise these rights, contact your school (as data controller) or Nectarwood Ltd at [support@wild-schooling.com](mailto:support@wild-schooling.com).

## 12. Complaints

If you have a data protection complaint, contact us at [support@wild-schooling.com](mailto:support@wild-schooling.com). We will acknowledge your complaint within 30 days and respond without undue delay, in accordance with the Data (Use and Access) Act 2025. You also have the right to complain to the Information Commissioner's Office ([ico.org.uk](https://ico.org.uk)).

## 13. Changes to this policy

We may update this policy from time to time. The current version will always be available at [honeycombai.co.uk](https://honeycombai.co.uk). Where changes are material, we will notify schools directly.

## 14. Contact

Simon Sharp, Data Protection Officer  
 Nectarwood Ltd  
[support@wild-schooling.com](mailto:support@wild-schooling.com)  
[honeycombai.co.uk](https://honeycombai.co.uk)