

Pipa School Registration and Onboarding Terms

Version 1.0

Effective date: 15 March 2026

These School Registration and Onboarding Terms apply when a school representative submits a school registration or expression of interest form for the Pipa programme.

1. Who we are

We are **PIPA-ASSIST LIMITED**, trading as **Pipa**.

Company number: **16962116**

Registered office: **12 Barleyfield Close, Staynor Hall, Selby, North Yorkshire, YO8 8GW**

Contact email: **hello@pipaassist.com**

In these terms, “Pipa”, “we”, “us” and “our” mean PIPA-ASSIST LIMITED.

2. What these terms cover

These terms apply to a school’s registration of interest in joining the Pipa programme and to any early-stage onboarding activities that follow.

Submitting the school registration form does **not** guarantee that the school will be accepted into the programme or that any paid or long-term service agreement is in place.

These terms are intended to cover the initial registration, review and onboarding stage only.

3. Who is agreeing to these terms

These terms are entered into by the **school**, not the individual staff member personally.

By submitting the form, the person completing it confirms that they are authorised to act on behalf of the school in connection with the school’s registration and onboarding with Pipa.

4. What Pipa is

Pipa is a support service designed to help schools and parents by turning school communications and related information into useful parent reminders and summaries.

Pipa is not the school’s official communications channel and does not replace official newsletters, letters, emails, notices, parent apps or school announcements.

5. Nature of the registration

The school registration form is an **expression of interest**.

After a school submits the form, Pipa may:

- review the application;
- contact the school;
- hold an onboarding meeting or call;
- explain what information, formats and processes are needed;
- provide onboarding documentation or guidance; and
- decide whether or not to proceed.

Pipa may accept, reject, pause or defer any application at its discretion.

6. School responsibilities during onboarding

During registration and onboarding, the school agrees to:

- provide accurate and up-to-date school and contact details;
- identify a suitable school contact for communications;
- provide a valid school communications email address and related source information where requested;
- reasonably cooperate with onboarding steps;
- provide information in a text-based or otherwise agreed format where reasonably required for the service to work properly;
- notify Pipa if a relevant contact, source email address, website or process changes;
- help investigate significant errors where the service appears to be relying on incorrect or incomplete source information; and
- ensure that any information it shares with Pipa is lawful to share.

The school acknowledges that if it does not provide the agreed source information or does not reasonably support the onboarding process, Pipa may be unable to operate the service effectively or at all.

7. Pipa's role during onboarding

During onboarding, Pipa may:

- review the school's setup and likely compatibility with the programme;
- explain the service and onboarding requirements;
- provide documentation, instructions and reasonable setup guidance;
- carry out trial or test activity;
- suggest suitable operational arrangements; and

- decide whether to proceed with live service delivery.

Pipa does not promise that onboarding will lead to a live service.

8. Reliance on school source information

Pipa relies on the information made available by the school and other agreed sources.

The school acknowledges that Pipa's reminders, summaries and outputs depend on the completeness, accuracy and timeliness of the source information supplied or made available to Pipa.

Pipa is not responsible for errors, omissions, delays or inaccuracies that arise because source information is missing, incorrect, late, ambiguous or not provided in an agreed format.

9. Official school communications remain the main source

The school remains responsible for its own official communications to parents and carers.

Pipa is a supplementary support service only. It does not replace the school's own responsibility to communicate official school information in the appropriate way.

10. Parent opt-in

The school acknowledges that parents and carers must opt in individually to use Pipa unless another lawful and agreed enrolment route is introduced in future.

The school must not represent Pipa as a substitute for official school communications.

11. Sensitive, safeguarding and restricted data

Unless expressly agreed in writing, the school should **not** provide Pipa with unnecessary sensitive personal data, safeguarding records, detailed welfare information, medical details, social care information, court documents, or similar high-risk information.

If the school believes it is necessary to tell Pipa about a person who should not have access to a child's information or to the service, the school should provide only the minimum information necessary and only where it is lawful and appropriate to do so.

Pipa may suspend, restrict or refuse access to the service where there is a safeguarding concern, a parental responsibility concern, a custody-related concern, or another reasonable concern about whether a person should have access.

Where appropriate, Pipa may ask the school to confirm whether a parent or carer should continue to have access.

12. Fees and future charging

At the time of these terms, the school's registration and onboarding are provided free of charge unless agreed otherwise in writing.

Pipa may introduce charges for schools in future. If Pipa proposes to do so, this will be communicated separately and will not take effect unless the school agrees to the relevant paid arrangement or continues under updated terms where this is made clear.

13. Opt-out, suspension and removal

The school may opt out of the Pipa programme at any time by contacting Pipa.

Pipa may suspend, pause, reject or remove a school from the programme at any time where, for example:

- onboarding is not completed;
- the school does not cooperate reasonably;
- source information is not provided as agreed;
- the service cannot be operated effectively;
- there is a safeguarding, legal or operational concern; or
- Pipa decides, acting reasonably, not to continue with the school.

If a school leaves or is removed from the programme, parent access or parent pricing arrangements may be affected.

14. Trials and service changes

The school acknowledges that Pipa is still being tested and developed.

Pipa may change, improve, pause or withdraw trial features, onboarding steps or service elements from time to time.

Where a change materially affects the school's participation, Pipa will try to give reasonable notice.

15. Complaints

If the school has a complaint, it should contact hello@pipaassist.com in the first instance.

Pipa will try to review and respond to complaints within a reasonable time.

16. Liability

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or anything else that cannot lawfully be excluded.

Subject to that, and to the fullest extent permitted by law:

- Pipa provides the registration and onboarding stage on an “as available” basis;
- Pipa does not guarantee acceptance into the programme, uninterrupted service, or error-free outputs;
- Pipa is not responsible for indirect or consequential loss; and
- Pipa’s responsibility for onboarding-stage losses will be limited to losses that are reasonably foreseeable and directly caused by Pipa’s breach of these terms.

17. Changes to these terms

Pipa may update these terms from time to time.

The latest version will apply to future registrations and onboarding activity. Where appropriate, Pipa may notify schools of material changes.

18. Governing law

These terms are governed by the law of **England and Wales**.

The courts of England and Wales will have jurisdiction, unless another forum is required by law.