Request for Product Information from a Company

[Your Name / Address]
[Your Email or telephone number]

[Date]

FAO [EdTech Company Contact Name/Department]
[Company Name]
[Company Address]
[City, Postcode]

Dear [EdTech Company Contact/Department],

Subject: Request for Information Regarding Your Product [insert product name]

I am writing on behalf of parents [at School Name/Organisation optional], where we are currently assessing digital tools and educational technologies used to support our teaching, learning, and administrative needs. To ensure that we make informed, ethical, and practical decisions, we kindly request your assistance in answering a series of questions about your product and its use in an educational setting.

The following questions have been designed to gather information about your company's practices and encourage transparency in alignment with UK law, including the Data Protection Act 2018, and the Age-Appropriate Design Code (Children's Code). This information will assist us in evaluating your product's suitability for our school and ensuring compliance with our legal, ethical, and pedagogical commitments.

Product Information and Compliance

1. Please provide a general overview of your product, its purpose, and how it is used in schools.
2. Is your product compliant with the UK Data Protection Act 2018?
3. Have you conducted a Data Protection Impact Assessment (DPIA) for your product? If yes please provide a copy.
4. How does your product comply with the Age-Appropriate Design Code?

Data Collection and Security

5. What types of data does your product collect about learners and/or staff and/or parents before, during and after product use?

6. How is this data stored, processed, and secured? Please include information about encryption, retention periods, and access controls.
7. Does your product involve any automated decision-making or profiling? If so, please explain the logic and significance of these processes.

Educational Efficacy and Inclusivity

8. Can you provide evidence of your product's impact on educational outcomes, including independent evaluations or case studies?
9. How does your product support inclusivity and accessibility for learners with diverse needs, including those with SEND?
10. Have you conducted an Equality Impact Assessment for your product? If yes please provide a copy.

Cost and Procurement

11. What are the initial and ongoing costs associated with your product, including licensing, training, and maintenance?
12. Do you offer options for collective procurement or discounted rates for schools in financially constrained circumstances?
13. What are the notice periods for the school in the event of your (a) cancellation and (b) changes to terms and conditions?

Transparency and Communication

13. How do you ensure schools, learners, and families are informed about your product's data uses?
14. Do you provide clear privacy notices for parents, staff, and learners? If yes, please provide them.
15. Do you have any intra company data sharing agreements, whether it be domestic or international and if yes, please explain and provide a copy of them.

We would greatly appreciate receiving your responses by [insert deadline date], and we are happy to arrange a follow-up discussion if needed. This information will also help foster informed self-assessment among our staff and ensure we are meeting our responsibilities in the procurement process.

Thank you for your time and cooperation. Please do not hesitate to contact me directly at [Your Email Address/Phone Number] if you require any clarification or additional details.

Sincerely,
[Your Name]
[Your Position/Role]
[School/Organisation Name optional]