



Privacy Notice

SENDiass4BCP will be the Data Controller for the personal information you provide. Personal information can be anything that identifies and relates to a living person. This could be your name and contact details.

As the Data Controller, SENDiass4BCP will use your information to provide you with information, advice, and support of a nature that you have requested.

Why do we collect your personal information?

Basic Principles

At SENDiass we understand that you need to know that:

- We respect your right to privacy
- You can speak to us, email us, or write to us in complete confidence
- You can contact us directly without being referred by anyone else
- No-one outside our service will know that you have contacted us
- Children and young people have the legal right to our support without the consent or knowledge of their parents and, if requested, we will appoint separate case workers for a child or young person and their parent or carers
- We will never communicate with anyone outside of SENDIASS about your contact with us unless you give your permission for us to do so; in these circumstances we will always request your verbal consent before speaking to anyone



- The only time we would share information with other agencies without your permission would be if we become aware that a child or young person or someone else may be at risk of serious harm or we are legally required to do so by the police or courts

We will collect enough personal information so that we can provide you, your child or young person with confidential, impartial, and accurate information, advice, and support, as required by the Children and Families Act 2014 (Section 3).

We are not permitted to collect any information that we do not need or will not use. This document covers information you have provided direct to SENDiass4BCP, and information which has been shared with us, with your permission, by other organisations.

If we do not need your personal information, we will either keep your details anonymous or we will not ask you for it. If we use your personal information for seeking feedback on our service or for other research, we will always keep your details anonymous or use a fake name.

In **no circumstances** do we sell your personal information to anyone else.

What is the legal basis for using information?

According to the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, we **must** have a reason to collect and use your information.

This will be:

- To provide confidential, impartial, and accurate information, advice, and support
- To enable us to manage the service we provide
- To train and manage our workers who deliver information, advice, and support



- To investigate any worries or complaints you may have about SENDiass
- To check the quality of our service
- To help with the planning and development of SENDiass services to parent/carers, children, and young people.

We will only hold your data in the following circumstances:

- Consent: you or the young person have given explicit consent (under the GDPR you can withdraw consent at any time).

Our service also needs to use sensitive personal data (called “special category data”), which requires more protection to keep it safe. This is often information you would not want to be widely known and which is very personal to you, your child and/or young person. It includes:

- Special Educational Needs and/or disability
- Medical conditions
- Ethnicity

We will take extra care of this data. The legal reason for us to collect and use this personal information is:

- It is necessary to perform our statutory duties as a SENDiass service
- It is necessary for archiving, research, or statistical purposes

Who might we share your information with?

As SENDiass4BCP is an arm’s length, confidential service we do not share any of your information with anyone else without your express permission. We will always check with you before sharing any information.

We will never communicate with anyone outside of SENDiass4BCP about your contact with us unless you give your permission for us to do so. In



these circumstances we will always request your consent before speaking to anyone.

The only time we would share information with other agencies without your permission would be if we become aware that a child or young person or someone else may be at risk of serious harm or we are legally required to do so by the police or courts.

How can you access the information we have?

You have the right to request, in writing, details of the information that is held about you and also the right to access a copy of the information. This may be by SENDiass4BCP providing copies of documents or by inviting you to view the records at our office, if appropriate.

Please see the website for further information about how to make a **subject access request**.

SENDiass4BCP will not charge a fee to access your information. Sometimes there may be information that we are not allowed to show you, such as:

- Legal information or advice.
- Information that we believe may be harmful to you and your wellbeing.
- Details about or provided by other people – this is called “third party information” (e.g. information from the Police or Department for Work & Pensions).

You may also ask us to:

- Stop processing your information if this causes or might cause damage or distress.
- Amend any of your data which you feel is inaccurate. You can also ask for information to be blocked, erased, or destroyed.
- Transfer your information electronically to another service provider.



- Consider a claim for compensation for any damages caused by a breach of the Data Protection regulations.

If you give consent for us to use your information, you may withdraw this at any time, however this may affect our ability to continue to provide you with a service.

How long will we keep information about you?

We will retain your information for 1 year or, if agreed by yourself, for as long as we are directly supporting you and your child or young person.

If you agree to us deleting information we hold, you need to be aware that it will not be available should you make a **subject access request**.

We will not keep information for any other purpose other than that which we have agreed with you, for example: if you have agreed for us to contact you for feedback on your service experience.

Further Information:

If you have a concern about how we are using your information, please contact us using the email address below, for the attention of the SENDiass4BCP Manager: sendiass@bcpcouncil.gov.uk

Data Protection Officer

If you are not satisfied with a response to your concerns from the SENDiass4BCP Manager, the BCP Council Data Protection Officers can review any issues regarding Information Rights legislation if necessary.

The Data Protection Officers can be contacted at the address below:



Data Protection Officer & Information Governance Team
BCP Council
Town Hall
Bournemouth
BH2 6DY

Information Commissioner:

For further information about Information Rights legislation, please contact the Information Commissioner's Office at www.ico.org.uk or by telephone 0303 123 1113