

Privacy Notice

Poole Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS)

Who we are

Poole SENDIASS 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 Poole SENDIASS will use your information to provide you with information, advice and support, you have requested.

Why we collect your personal information

Basic Principles

At Poole 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 to so, we will appoint separate case workers for a child or young person and their parent or carers if asked to do so.
- We will never communicate with anyone outside of Poole 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 any one.
- 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 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, part 3.

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

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

We don't sell your personal information to anyone else.

The legal basis for using your information

According to the General Data Protection Regulations (GDPR) and the Data Protection Act 1998, 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 you
- 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 Poole SENDIASS
- To check the quality of our service, to you
- To help with planning of Poole SENDIASS.

We will only hold your data, in the following circumstances:

- Consent: you or your young person have given explicit consent. (Under the GDPR you can withdraw consent at anytime)

Our service also needs to use sensitive personal data also 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 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 SENDIAS service
- it is necessary for archiving, research, or statistical purposes

Who we may share your information with

As Poole SENDIASS is an arms 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 Poole 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 any one.

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.

Accessing the information we hold about you

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 Poole SENDIASS providing copies of documents or by inviting you to view the records at Poole SENDIASS offices, if appropriate. Please see the Borough of Poole website for further information about how to make a subject access request.

Poole SENDIASS 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 well-being
- 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 we keep information about you

We will retain this 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 we have agreed with you eg. 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, we would ask you to contact us in the first instance using the address below:

Poole SENDIASS Manager
No 18
18 Hill Street
Poole
BH15 1NR

Data Protection Officer

If you are not satisfied with a response to your concerns from the Service, the Borough of Poole Data Protection Officer Vivian Bateman, can review any issues regarding Information Rights legislation if necessary. The Data Protection Officer can be contacted at the address below:

Data Protection Officer
Bournemouth & Poole Information Governance Team
Bournemouth Borough 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