

Hartlepool SEND IASS



SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND
SUPPORT SERVICE

Privacy Notice

Who we are

Hartlepool SEND IASS 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 Hartlepool SEND IASS will use your information to provide you with information, advice and support, you have requested.

Why we collect your personal information

Basic Principles

At Hartlepool SEND IASS 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 worker for a child or young person and their parent or carers if asked to do so
- We will never communicate with anyone outside of Hartlepool SEND IASS about your contact with us unless you give your permission for us to do so. In these circumstances we will always request your verbal or signed 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 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 Hartlepool SEND IASS 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.

What personal information we collect

Name

Address

Contact Numbers

Email Address

Child's name, date of birth, school and gender

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 basis for using your 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 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 Hartlepool SEND IASS
- To check the quality of our service, to you
- To help with planning of Hartlepool SEND IASS

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

- Consent: you or your young person have given explicit consent either verbally (which will be noted on the record sheet we hold on you or the young person) or in writing, using the service consent form. (Under the GDPR you have the right to withdraw consent at any time)

The legal reason for us to collect, use and hold special category data is:

- with your explicit consent

Who we may share your information with

As Hartlepool SEND IASS 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 Hartlepool SEND IASS about your contact with us unless you give your permission for us to do so. In these circumstances we will always request your verbal or written 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.

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 Hartlepool SEND IASS providing copies of documents or by inviting you to view the records at Hartlepool SEND IASS office, if appropriate. Please see the Hartlepool Borough Council website for further information about how to make a subject access request.

Hartlepool SEND IASS 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
- Suspend or restrict processing of your information
- Amend any of your data which you feel is inaccurate. You can also ask for information to be erased or destroyed
- Transfer your information electronically to another service provider

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 we ensure your information is safe

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained from the Data Protection Officer.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

How long we keep information about you

We will retain this information for the academic year we have supported you 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 e.g. 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:

Hartlepool SEND IASS Manager
Hartlepool Borough Council
Children's & Joint Commissioning Services
Centre for Excellence in Teaching and Learning
Brierton Lane
Hartlepool
TS25 4AF

Data Protection Officer

If you are not satisfied with a response to your concerns from the Service, Hartlepool Borough Council Data Protection Officer, can review any issues regarding Information Rights legislation if necessary. You can contact the Data Protection Officer by:

Data Protection Officer,
Hartlepool Borough Council,
Civic Centre,
Hartlepool,
TS24 8AY.
Tel: 01429 523087

Or by email: dataprotection@hartlepool.gov.uk

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

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

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