

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

## **Privacy Notice Policy**

### **What is the purpose of this document?**

Hartlepool Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS) is committed to protecting the privacy and security of your personal information.

This privacy notice is issued in accordance with the General Data Protection Regulation (GDPR) and describes how we collect and use personal information about you.

This notice applies to information we hold about you.

It is important that you read this notice, together with any other privacy notices we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

We may update this notice at any time.

### **The Data Protection Legislation**

We will comply with data protection law which includes the GDPR and the Data Protection Act 2018 which states that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

No personal information held by us will be processed unless the requirements of the Data Protection legislation for fair and lawful processing can be met.

### **Who is the Data Controller?**

Hartlepool (SENDIASS) is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

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### **Who is the Data Protection Officer?**

The SENDIASS Manager oversees compliance with this privacy notice. If you have any questions about this notice or how we handle your personal information, please contact [SENDIASS@hartlepool.gov.uk](mailto:SENDIASS@hartlepool.gov.uk)

Our Data Protection Officer is;  
Laura Stones, Scrutiny and Legal Support Officer  
Hartlepool Borough Council (HBC)  
Civic Centre  
Hartlepool  
TS24 8AY  
[dataprotection@hartlepool.gov.uk](mailto:dataprotection@hartlepool.gov.uk)

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues

### **What type of information is collected?**

We will ask for your personal information including;

- Your name.
- Parents/Carers name.
- Phone number.
- Email address.
- Educational placement including year group.

We may also ask for;

- Names of the professionals who are current involved.
- Any diagnoses or ongoing assessments.
- Any further information in relation to yours / child's / young person's special educational needs or disabilities.

**We will not contact anyone in connection with your child unless you give your consent to this verbally or in writing.**

### **How is your information used?**

Your contact information will be used when we need to contact you directly at your request and to provide you with information, advice and support. The information that you provide to us regarding your / child's / young person's Special Educational Needs and Disability (SEND), including matters relating to health and social care will be used to inform any information, advice and support we give you.

We may need to contact other professionals in connection with your case/enquiry. We will always ask for your consent to do this and explain the reasons for that contact and feedback to you following that contact. We will not disclose any personal information that you have given us without your consent. We may contact you at a later date, to ask for some feedback as part of our quality assurance measures. We may also use anonymised information gathered in our work to create anonymised data for general reporting and statistical purposes and to raise issues about practice with key Education, Health and Social Care professionals and services.

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We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

(a) where you have given clear consent for us to process your personal data for this specific purpose (CONSENT).

(b) where the processing is necessary for us to comply with the law (LAW).

(c) where the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law namely (PUBLIC TASK).

### **Who has access to your information?**

Your information is stored on a Hartlepool Borough Council (HBC) secure server, accessed through a secure logon to the HBC network but is kept completely separate to HBC's Education, Health and Social Care services. Please note we will only hold your information to the end of an academic year and when the service annual report is issued for that year.

Access to SENDIASS digital records is restricted to the SENDIASS admin and SENDIASS Manager. In the event of staff absence or for another appropriate circumstance such as complaints regarding the service, the Head of Quality and Review for Hartlepool Borough Council (HBC) will contact the person for consent so access can be granted to the appropriate record.

### **Data Security**

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.

### **Can you see the information we hold about you?**

You can ask to see the information that we hold about you. You have the right to ask us to correct any inaccuracies in the personal information that we hold, or to delete the information if you decide at any time to withdraw consent.

### **What if I don't want to provide personal information?**

If you fail to provide certain information when requested, we may not be able to provide you with information, advice and support service, or we may be prevented from complying with our legal obligations.

### **Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal

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information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

**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.

If you have any questions about this privacy notice, please contact the Hartlepool SENDIASS Manager in the first instance, or the Data Protection Officer (DPO).