**Privacy Notice**

The Special Educational Needs and Disability (SEND) Consultancy Service is a Data Controller under the Data Protection Act 1998. This Act controls how your personal information is used by organisations, businesses or the government. SEND Consultancy Service also complies with the General Data Protection Regulation.

The SEND Consultancy Service will process your personal information in a manner which meets the requirements of the Act and the General Data Protection Regulation. The service is registered with the Information Commissioner’s Office (ICO).

**What is Personal Data?**

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation.

The personal information is only collected when voluntarily agreed by the client or if they have agreed for it to be accessed. By asking for signed consent it provides the legal basis to do so.

**What data do we collect?**

* Parent Carer/Young Person’s name and contact details
* Child/Young Person’s name, DOB, school, local authority
* Information relating to child/young person’s special educational needs and disabilities
* Any other relevant information appropriate to case.
* Most of the data held will be from parents, young person, local authorities, schools, Tribunal Service and other professionals.

**How do we use your data?**

* Shared or requested with consent with/from:
  + Local Authorities (negotiation and resolution)
  + Health Authorities (negotiation & information)
  + Schools/colleges/educational providers (negotiation & information)
  + Mediation Services (negotiation & resolution)
  + Tribunal Service (appeal process & representation)
  + Support Services/Agencies (to refer to or seek advice)
  + Independent professionals (negotiation & information sharing)
  + To seek independent legal advice

**Our principles of use:**

* Collected and processed for a lawful reason;
* Only used for the purpose you originally intended;
* Limited to that which is necessary for the stated purpose;
* Kept for three years as there may be ongoing contact prior to or following reviews;
* Kept securely whether paper or electronically.

**Your rights**

* The right to request a copy of the personal data held about you or your child/young person
* The right to request correction of any personal data if it is found to be inaccurate or out of date
* The right to request that your personal data is erased where it is no longer necessary for us to keep it;
* The right to withdraw your consent to the processing at any time;
* The right to request data portability (obtaining a copy of your personal data to re-use with another organisation);
* The right to object to us using your personal data for particular purposes;
* The right to lodge a complaint with the Information Commissioners Office.

**Security**

SEND Consultancy Service has appropriate technical and organisational measures in place to prevent the unauthorised or unlawful processing of your personal information, and accidental loss or destruction of, or damage to, your personal information.

If you are subscribing to any of our services or seeking further information your contact details will be retained. We may then use this information to promote our services generally by sending you emails, updating you on any future events or notifying you about changes to the website. If you do not want to receive emails and updates please let us know on [annette.benstead@sendconsultancyservice.co.uk](mailto:annette.benstead@sendconsultancyservice.co.uk)

**Contact details**

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern in the first instance:

Mr Timothy Benstead (Company Director responsible for data protection) on [admin@sendconsultancyservice.co.uk](mailto:admin@sendconsultancyservice.co.uk)

Alternatively, you can contact the Information Commissioner’s Office (ICO) on 0303 123 1113 or at http://ico.org.uk/concerns/