



# GUIDING SEND FAMILIES

Special educational needs & disabilities

*Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.*

## Privacy & Data Protection Policy

**Organisation:** Guiding SEND Families

**Policy Owner:** Nicola Palfreyman (Sole Trader)

**ICO Registration Number:** ZC167648

**Version:** 2.0

**Effective Date:** 16 July 2026

**Review Date:** 16 July 2027

**Review Frequency:** Annually

### 1.Introduction

Guiding SEND Families is committed to protecting and respecting your privacy.

This Privacy Policy explains how personal information is collected, used, stored and protected in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 2.Who We Are

Guiding SEND Families provides SEND advocacy, consultancy, mentoring and support services for children, young people and families.

For the purposes of data protection legislation, Guiding SEND Families is the Data Controller for any personal information collected.

**Contact Email:** [Guiding-SEND-Families@outlook.com](mailto:Guiding-SEND-Families@outlook.com)

### 3.How We Obtain Your Information

Personal information is usually obtained directly from parents, carers, young people or adult clients when they contact Guiding SEND Families or access services.





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Where appropriate, information may also be provided by schools, local authorities, health professionals or other agencies with your knowledge, consent or where otherwise permitted by law.

## 4. Information We May Collect

We may collect and process the following information:

### Personal Information

- Name
- Email address
- Telephone number (where provided)
- Address (where relevant)

### Child or Young Person Information

- Name
- Date of birth
- Educational information
- SEND-related information
- EHCP documentation
- School reports
- Professional reports
- Relevant health or support information provided by parents or carers

### Communication Records

- Emails
- Meeting notes
- Correspondence relating to support provided

## 5. Why We Collect Information

Personal information is collected for the following purposes:

- To provide SEND advocacy and consultancy services
- To provide mentoring and support services
- To communicate with families and professionals





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- To maintain accurate records
- To meet legal and safeguarding obligations
- To improve services where appropriate

## 6. Lawful Basis for Processing

Under UK GDPR, personal information is processed under one or more of the following lawful bases:

- Consent
- Contract
- Legitimate Interests
- Legal Obligation
- Vital Interests (where safeguarding concerns arise)

Special category data relating to health, disability or SEND needs is processed only where necessary and appropriate safeguards are in place.

## 7. How Information Is Stored

Guiding SEND Families takes appropriate technical and organisational measures to ensure personal information is stored securely and protected against unauthorised access, loss, misuse or disclosure.

This may include:

- Password-protected electronic devices
- Secure email systems
- Restricted access to records
- Secure storage of paper documents where applicable
- Regular review of information held

Personal information will only be retained for as long as necessary to fulfil the purpose for which it was collected and in accordance with legal, safeguarding and professional obligations.

## 8. Retention of Information





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Personal information will only be retained for as long as necessary to provide services, comply with legal obligations, fulfil safeguarding responsibilities or resolve disputes.

When information is no longer required, it will be securely deleted, destroyed or permanently anonymised in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and any other applicable legal requirements.

### 9. Sharing Information

Information will not normally be shared with third parties without consent.

However, information may be shared where:

- Consent has been provided
- There is a legal obligation to do so
- There are safeguarding concerns
- It is necessary to protect a child, young person or vulnerable adult from harm

Where information is shared, only relevant information will be disclosed.

### 10. Your Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the right to:

- Access your personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion of personal information where appropriate.
- Request restriction of processing in certain circumstances.
- Object to the processing of your personal information.
- Request the transfer of your personal information where applicable.
- Withdraw your consent where consent is the lawful basis for processing.

Requests should be made by email.

If you are dissatisfied with how your personal information has been handled, you also have the right to make a complaint to the Information Commissioner's Office (ICO).





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### 11.Data Breaches

Any actual or suspected data breach will be investigated promptly and managed in accordance with ICO guidance and legal requirements.

Where required, data breaches will be reported to the Information Commissioner's Office (ICO) and, where appropriate, affected individuals will also be informed.

Lessons learned from any data breach will be used to strengthen information security and reduce the risk of future incidents.

### 12.Safeguarding

Please note that confidentiality cannot be guaranteed where there are concerns that a child, young person or vulnerable adult may be at risk of harm.

In such circumstances, information may be shared with appropriate agencies in line with safeguarding responsibilities.

### 13.Contact

If you have any questions about this Privacy & Data Protection Policy, wish to exercise your rights under UK GDPR, or have concerns about how your personal information is handled, please contact:

**Guiding SEND Families**

**Email:** [Guiding-SEND-Families@outlook.com](mailto:Guiding-SEND-Families@outlook.com)

**ICO Registration Number:** ZC167648

### 14.Policy Review

This policy will be reviewed annually, or sooner if there are changes to legislation, guidance or working practices that may affect its content.

