



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

Guiding SEND Families

ICO Registration Number: C1952932

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.

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

Information We May Collect

We may collect and process the following information:

Personal Information





GUIDING SEND FAMILIES

Special educational needs & disabilities

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

- **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**

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





GUIDING SEND FAMILIES

Special educational needs & disabilities

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

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.

How Information Is Stored

Guiding SEND Families takes reasonable steps to ensure information is stored securely.

This may include:

- **Password-protected electronic devices**
- **Secure email systems**
- **Restricted access to records**
- **Secure storage of paper documents where applicable**

Personal information will only be retained for as long as necessary for the purpose for which it was collected.

Sharing Information





GUIDING SEND FAMILIES

Special educational needs & disabilities

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

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.

Your Rights

Under UK GDPR you have the right to:

- **Access your personal information**
- **Request correction of inaccurate information**
- **Request deletion of information where appropriate**
- **Restrict processing in certain circumstances**
- **Object to processing**
- **Request transfer of your information where applicable**

Requests should be made by email.

Data Breaches

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

Where required, breaches will be reported to the Information Commissioner's Office (ICO).





GUIDING SEND FAMILIES

Special educational needs & disabilities

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

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.

Contact

For any questions regarding this Privacy Policy or your personal information, please contact:

Guiding SEND Families

Email: Guiding-SEND-Families@outlook.com

ICO Registration Number: C1952932

Policy Review

This policy will be reviewed annually and updated where necessary to reflect changes in legislation or working practices.

