

Stoke-on-Trent SENDIASS

Privacy Notice

This Privacy Notice explains how personal information collected by the SEND Information Advice and Support Service (SEND IASS) is going to be used, what for, who it will be shared with and why.

We are committed to respecting your right to privacy. In compliance with the General Data protection Regulations (GDPR) 2018 we will only use your personal information to provide the information, advice and support around Special Educational Needs or Disabilities (SEND) you have requested from us. We collect and hold personal information relating to children, young people and/or their parent/carers.

We use this information to:

- provide you with the appropriate services
- create anonymised data for general reporting and statistical purposes in order to enable us to develop and improve our services
- complete anonymised statistical returns/reports to our commissioners, steering group and national network.

We process personal data because it is necessary to comply with our legal obligations under a “public task” – providing information, advice and support to children young people and parents as required by the Children and Families Act 2014.

Stoke on Trent City Council are the Data Controller for this information and the legal basis for processing the data. Stoke on Trent SEND IASS process your information on behalf of Stoke on Trent City Council.

In accordance with Article 5 of the GDPR and Data Protection Principles, personal data we collect will be adequate, relevant, (only what is needed for the purpose stated above) and held for no longer than is needed for the purposes for which it was processed. The amount of time data is kept before being disposed of will vary depending on what was collected, how it is used, and in line with any applicable UK laws, our retention and disposal schedule gives details about how long we keep data.

Information will be used by SEND IASS for the following reasons:

- Delivery of our services
- Have an accurate record of your enquiry
- Contact you where necessary
- Obtain your opinion and feedback about the services we provide
- Carry out regular monitoring for service improvement
- Ensure we fulfill our legal obligations

Your data may be collected in the following ways:

- Paper
- Telephone
- Email
- Verbally
- Online forms
- Social media messenger

The personal information we collect will include:

- Parental responsibility
- Your name
- Your child's name
- Your address
- Your child's age/date of birth
- Your email address
- Your telephone number
- Your ethnicity
- Information relating to your child's SEN needs/disability
- Other information relating to your child's education

How you wish to be contacted telephone, email or letter, text

Any data that is collected by the SEND IASS is accessible only to SEND IASS staff and is not shared with any other organisations or services, unless agreed by the service user.

These organizations include SENMAS, educational professionals, social care or health professionals.

You have the right to:

Access the information held by SEND IASS about you.

Request that the service rectifies any information about you that is incorrect.

Request that the records we hold about you are erased.

Request that any information that you have provided the service with is given back to you in a format that you can give to another provider if required.

Object to processing your personal information.

Make a complaint to a supervisory authority if you are not satisfied with how information held about you is being handled.

Please contact us if you have any questions about our privacy policy, information we hold about you, or if you have a complaint about privacy or misuse of personal data.

Telephone: 01782 234701

Email: IASS@stoke.gov.uk

By providing Stoke on Trent SEND IASS with your personal data you are giving consent to this policy

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Here is their website:

<https://ico.org.uk/>