

Thank you for contacting Wiltshire SENDIAS Service (Wiltshire Special Educational Needs and Disability Information & Advice Support Service).

For the purposes of the data processing described in this statement and compliance with the Data Protection Act (2018), the Family Action operate as Controllers of the data.

Commitment

Family Action is committed to making sure that any information we hold about you will be collected, stored and used in accordance with The Data Protection Act 2018 and General Data Protection Regulation 2016/679 (GDPR).

This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as we need it.

To keep things simple, we have arranged a single point of contact for all data protection issues. Should you have any questions relating to this notice or our processing of personal data, please email DataProtection@family-action.org.uk or contact us at the address at the bottom of this form.

Where do we collect your information?

We may collect information about you at a number of stages in your use of our services.

Registration/Initial Enquiry

When a child, young person and/or their parent/carer makes an initial enquiry to our SENDIAS service, we will ask (usually via telephone, Teams conversation, return email or initial enquiry form via our website) the person making contact with our service for the first time to give their permission for us to access their SEND files and speak with professionals who may need to be involved in their case. Permission can be given either verbally over the telephone, Teams or written via email or on an initial enquiry form. This initial permission will be recorded by one of our service team at registration/initial enquiry on our staff internal recording system, Inform.

During your engagement with us

Throughout yours/your child's engagement with us, our service team will record information about the service provided to you, including case reporting, plans and reviews.

This will help us to fully understand your needs and promote yours/your child's health and wellbeing.

We may also ask you to take part in our outcomes survey regarding an initial enquiry and/or casework so we may continuously review our service.

Wiltshire SENDIAS Service (Impartial Support Advice and Information on Disability and Special Educational Needs).

Advice line: 01225 255266

email: wiltshire.sendiass@family-action.org.uk

Registered charity no: 264713 Registered company limited by guarantee in England and Wales no: 01068186

What Personal Information Do We Record?

The type of information (including personal information) that we collect and use and what we do with it will depend upon your relationship with us.

We collect only the personal data that we require to provide you with services, fulfil contracts or keep in touch.

Information about you:	Information about your child:
Name & Address	Name & Address
Contact Information (email / telephone)	Gender
Date of Birth	Date of Birth
Employment Status	*Disability Information
Benefits	*Ethnic Origin
*Disability Information	*Language Spoken
*Ethnic Origin	*Looked after, adopted or SGO status
*Language Spoken	SEN information
	Services and other agencies involved
	Case history
	Professional reports
	School reports

* Special Categories of Data

Due to the nature of the services we provide, some of the data we collect is sensitive and will only be shared with relevant parties e.g. staff members within the service, relevant social care, education and health professionals.

Information relating to Health, Ethnicity and any particular requirements you or your child may have. These are considered to be Special Categories of Data and we are required to take extra care when handling this information.

How Do We Use Your Information?

We will only use your information in a fair and transparent manner and where we have a legal basis for doing so.

To Provide the Services You Have Agreed To

In order to provide the services that you/your child have registered for during your initial enquiry, we will need to communicate with you to arrange meetings and visits (which may be virtual or face-to-face) and discuss aspects of your requirements.

This communication may be via Mail, Email, Telephone, Teams or SMS.

We may also need to record details of the services delivered and any further needs that have been identified.

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Legal Basis: Legitimate Interests – Article 6 (f) – Processing is necessary for the purposes of legitimate interest pursued by the controller or by a third party.

Special Category data: - will be processed under Article 9 (g) – Processing is carried out for Reasons of substantial public interest (with a basis in law)

Substantial public interest condition set out in DPA 2018 – Condition 18. Safeguarding of children and individuals at risk.

For Safeguarding and Where Legally Obligated to Do So

All staff at Wiltshire SENDIASS have a duty of care to safeguard and promote the welfare of children and young people. We have a duty to report any child protection or welfare concerns. In certain, limited conditions we may use or disclose your personal information in order to comply with a legal obligation, in connection with a request from a public or government authority, in connection with court proceedings or to prevent loss of life or injury. Where possible and practicable to do so, we will tell you in advance of such disclosure unless a child or young person is identified as being at significant risk of immediate harm.

Sharing & Disclosure

Your information will only be accessed by people who need to do so as part of their role. This could include:

Within Family Action:

- Staff working at the service that you use;
- Senior managers, as required.

Outside of the Service:

- Relevant staff working for Wiltshire Integrated Care Board or LA on whose behalf we may be independently running the service you have accessed; for instance, to progress a case in the best interests of the child/young person. This may include, but not be limited to, professionals in education, health and social care, such as SENDCOs, educational psychologists, family workers, provision leads, school nurse, CAMHS and other health and social care professionals and managers.
- Wider professionals, such as relevant staff at independent nurseries, special schools and colleges.
- Chair and Vice Chair of the Steering Group, where appropriate, as part of the minimum standards of the SENDIAS service and the wider accountability framework.
- Sensitive personal data will not be shared with anyone outside of Family Action without good reason.

Rights

The GDPR legislation provides you with a number of rights in relation to your personal data.

Right to Withdraw Consent

Where you have consented to our processing of your data, you have the right to withdraw that consent at any time. To do so, please contact DataProtection@family-action.org.uk or write to us using the details below.

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Right to Access

You have a right to obtain copies of the information that we hold about you.

To request access to any data, please email DataProtection@family-action.org.uk or write to us at the address below explaining which data you require. In the interest of security, you will need to prove your identity before any information can be shared with you.

Under certain circumstances we may not be able to disclose all of the information you request, for example if it contains information about other people or there are legal reasons for us to withhold the data.

Right to Rectification

We would like to ensure that the data we hold about you is accurate and up-to-date. If you believe the data we hold is inaccurate, please tell one of our service staff who will make any necessary amendments. However, you may also ask us formally to correct your data by DataProtection@family-action.org.uk or writing to us at the below address.

Right to Erasure or the Restriction of Processing

In certain circumstances you can ask us to remove your data from our systems by emailing DataProtection@family-action.org.uk or writing to us at the below address. If there is a legal reason for us to continue holding the data we will let you know; otherwise, we will make efforts to comply with your request.

You may ask us to restrict our processing of your data if:

- We are using the data for marketing
- You believe that our processing of the data is unlawful
- You object to us using your data (pending investigation)

In these circumstances, we may continue to store your information, but will otherwise only process it with your consent or where we have a legal reason to do so.

Right to Complain

If you have concerns about how we have collected, used, shared or otherwise processed your personal information, you have the right to raise a data protection complaint directly with us.

We encourage you to contact us in the first instance so that we have an opportunity to investigate and respond to your concerns.

You can make a data protection complaint by contacting: Data Protection - Email: DataProtection@family-action.org.uk

We will facilitate the making of data protection complaints and will acknowledge receipt of your complaint within 30 days. We will take appropriate steps to investigate and respond to your complaint without undue delay, keep you informed of progress where appropriate, and let you know the outcome of our investigation.

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If you remain dissatisfied with our response, or otherwise wish to raise your concerns with the UK data protection regulator, you have the right to complain to the Information Commissioner's Office (ICO). To do so, please refer to the ICO website <http://ico.org.uk>.

Changes

Family Action reserves the right to make changes to our privacy policy from time to time. Where we do so, we will publish the new policy on our website www.family-action.org.uk and where appropriate/possible, notify you by email.

Contact

Should you wish to contact us, our registered address is:

Family Action
FAO: Wiltshire SENDIASS
34 Wharf Road
London
N1 7GR

Or you can contact our data protection team on DataProtection@family-action.org.uk

Feedback on the service

We want to continue to add value to the families we work with and with that in mind, at the end of your time with our service, we would like to have your feedback on the service and also want to continue to invite you to Family Action events.

You are not obligated to complete the feedback if you do not wish to do so. If you do not wish to receive the feedback or contact once your time with the service is completed, please inform us.

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