



## PRIVACY POLICY

Under the UK GDPR (Data Protection Act 2018 “DPA” and EU Directive 2016/680 and Regulation EU/2016/679 – ‘The General Data Protection Regulation’ “EU GDPR”) our Privacy Policy explains how we handle, store, retain and use your data. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it. In compliance with the UK GDPR, we are making it easier for you to understand how we use your data through greater transparency.

**Central Bedfordshire SENDIASS** provides free and independent legally based information, advice and support to the families of children and young people with special educational needs and disabilities (SEND).

Parents and carers using our information services, Helpline, workshops casework, and tribunal support services receive legally based information and next step advice on educational issues that relate to their child or young person's SEND.

To give accurate information and advice, **CB SENDIASS** needs to collect information about you and the child or young person you contact us about. This is ‘personal data’ under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA). Under this legislation, SENDIASS is a controller and/or processor of your data, and we must tell you what your rights are as well as how we collect, store and use your data.

This privacy notice may be amended from time to time. Updated versions of this privacy notice will be available on our website.

**CB SENDIASS** collects personal data about you and the child or young person you contact us about.

The personal data we collect includes:

- Your name and the child/young person’s name
- Childs Date of Birth
- Child’s gender
- Your/the child/young person’s home and email addresses, contact numbers.
- The child or young person’s date of birth
- Information relating to the child/young person’s disability or special educational needs.
- Educational setting
- Ethnicity, and
- Additional information when you fill in a request form, send an email or leave a voicemail.  
This will include details of the platform and browser you are using and your IP address.

We will also send feedback request from you detailing your experiences of using our services, and with your consent use comments to demonstrate service users’ experiences. Any feedback used will be anonymised. Where it is appropriate for us to retain information such as feedback from events and surveys, the data we collect will be anonymised. As such, we shall only retain the details and statistics needed to support us in our organisational purpose to continue making improvements for children, young people and all those who support them.

## How do we use your personal data?

- Ensuring that you can access our services to receive relevant advice on SEND law and local policy.
- To record, manage, supervise and quality assure the advice given.
- To provide anonymised data for reporting and statistical purposes.
- For policy purposes, for example, to address unlawful local authority policies, and
- When you visit our website and when you engage with us on social media.
- To comply with our legal obligations, such as meeting reporting or safeguarding requirements.
- To notify you about changes and updates, to our services, events such as Workshops and Drop In's with permission to opt into our email marketing list.

## Who does CB SENDIASS share the personal data with and why?

- To ensure that you can access our services to receive relevant advice on SEND law and local policies.
- To record the advice given.
- For policy purposes to address.
- To comply with our legal obligations such as: meeting safeguarding requirements and complying with any contractual obligations.

## How we protect your data:

We implement various technical and organisational security measures to ensure your data is kept secure.

Records are stored on a separate and dedicated SENDIASS database which is double password protected and cannot be accessed by anyone outside the service.

## How long we keep your data for:

We may retain the data we collect for three years after you last contacted us or when the child/young person reaches 25 years of age. We commit to retaining your personal data for no longer than is necessary and in-line with legal minimum and maximum requirements as feasible, we will erase your personal data as soon as possible; for example, if you have signed up to attend one of our events, we shall delete most of the personal information you have shared with us once that event has taken place.

## What are your rights in relation to the personal data we collect and use?

You and/or the child/young person can ask us to see a copy of the personal data we hold about you or the child or young person. You can ask us to correct any errors in your personal data or to delete it. You can complain about the way we have used your personal data if you think that we have not complied with this privacy notice or the relevant data protection legislation. To do this, you should first contact us at the address below. To protect your security, we may ask for proof of identity before we process any request.

## Third party websites:

This Website may contain links to other websites. Central Bedfordshire SENDIASS does not have any control over these websites, which are not covered by this Privacy Policy. Accordingly, Central Bedfordshire SENDIASS cannot be responsible for the protection and privacy of any information which you have provided while visiting such websites. You should exercise caution and look at the privacy statement applicable to the website in question before continuing to use it.

CB SENDIASS will not disclose any personal information received in respect of your use of the Website to any third party without your permission except as required by law.

CB SENDIASS will take all reasonable precautions to protect any personal data you may input via this Website but cannot be responsible for and therefore excludes all liability for loss or misuse of personal data which is intercepted or otherwise accessed by unauthorised persons.

By using the Website and not advising **CB SENDIASS** to the contrary, you consent to **CB SENDIASS** using the data in the way set out in this Privacy Policy.

**Your right to rectification:**

You have the Right to Rectification should you consider we have collected inaccurate or incomplete personal data on you. The latter may involve a supplementary statement to the incomplete data. You may make a request for rectification verbally or in writing and we will respond to you without undue delay and within one month calculated from the date following receipt of your request (consideration applied to bank holidays).

**Your right to data subject access:**

You have the right to data subject access to your personal data and any supplementary information we may have collected. This allows you to be aware of and verify the lawfulness of our collection, retention, and processing of your information.

Data subject access requests are to be made in writing, and appropriate identification will be required. We will provide you with your information in a commonly used, secure, electronic format, but we will endeavour to meet any other format you may require. In the instance that we process a large quantity of your information, we are permitted under the UK GDPR to ask you to specify further as to what information your request relates to.

If we receive a request from you, we will respond without undue delay and within one month calculated from receipt of your request (consideration applied to bank holidays). However, should your request be particularly complex or numerous, under UK GDPR we have the right to extend the response period. Under such circumstances we will inform you of the extension within the first month from when your request was received and explain why we feel the extension in your best interests.

**Data protection breach:**

We will continue to maintain all our mechanisms, processes and controls to optimum standards as proportionate to our organisational purpose and extent and nature of our activities. We have robust breach identification, investigation and internal reporting procedures within our accountability and governance frameworks, and we will also ensure that our staff and Data Processors have sound understanding of what constitutes a Data Protection Breach and how to report any incident to our DPO efficiently. Should a breach be reported, our DPO will investigate further particularly to ascertain if the breach is considerable risk and if it needs to be reported to the ICO within the specified timeframe of 72 hours. If any such breach may result in a risk of adversely affecting individuals' rights and freedoms our DPO will put in motion our process of informing those individuals.

Further information on your data protection rights, and your right to complain, can be found at the Information Commissioner's Office website at <https://ico.org.uk/>

For the purpose of the Data Protection Act 2018, and GDPR, the DPO's at **CB SENDIASS** are Kate Williams and Sara Riley.

19.3.2025