



Privacy Policy

December 2020

Review date: December 2021

What data we record and why

When you contact the service, staff members will explain that your relationship with us is in complete confidence. You should expect that we do not discuss your family with any other individual, service or organisation.

We can provide Information, Advice and Support to you even if you wish to remain anonymous – we would only ask to confirm that you live within the Barnsley area.

If you wish to refer into the service for continued Information, Advice and Support we will record your data on our Customer Relationship Management (CRM) System and within virtual Case Folders. **Both systems can only be accessed by authorised SENDIASS staff members.**

We collect and process the following information:

- Personal information (such as parent and child name, address, date of birth, telephone numbers and email addresses)
- Characteristics (such as ethnicity, language, gender, disability, home circumstances and health information)
- Reports and assessments from other professionals related to the child or young person
- Details of doctors, school, college, early years setting, and other professionals involved with the child or young person.

We will ask you to confirm that you have given consent to record this data. We may ask you to provide further written consent.

The service understands that it can be difficult to balance family life with maintaining communication between many services, organisations, individuals and professionals. Sometimes you may wish the service to contact other services and organisations on your behalf.

What do we use the information for?

We use this information to deliver impartial information advice and support to parents/carers of children with special educational needs and disabilities, health and social care. This includes:

- offering telephone and face-to-face advice to parents/carers and undertaking casework

- publishing information on the SENDIASS website
- using anonymised information for general reporting and statistical purposes.

How do we collect this information?

We collect this information directly from parents via online forms, over the phone, in face-to-face meetings, by email and text messages and from other professionals where relevant.

Who do we share your information with?

We do not share information with other organisations unless with parent/carers' consent. If granted, we may share information with other services in Barnsley such as Council, schools, academies, colleges, early years settings and the NHS, where relevant.

How long do we store it and is it secure?

The council has retention schedules in place to ensure that information is only held for as long as it is needed. For information on how long your information will be held visit the <https://www.barnsley.gov.uk/services/information-and-privacy/storing-your-information/>

The council's IT security and confidentiality policies ensure that your information is protected, and available only to staff directly involved in your care. Details of how we keep your information secure are available on the general privacy information page <https://www.barnsley.gov.uk/services/information-and-privacy/your-privacy/>

What rights do you have?

The rights that you have depend upon the grounds upon which we collect your information. All of the rights you could have are outlined on the information and privacy page.

- **The right of access** - You are entitled to see the information we hold about you and details of this can be found here: <https://www.barnsley.gov.uk/services/information-and-privacy/personal-information-requests/>
- **The right to rectification** - If you believe any information we hold about you to be incorrect, please email sendiass@barnsley.gov.uk and we will amend the information accordingly.
- **The right to erasure/right to be forgotten** - By providing a service to you under a statutory duty means that you can not request that your information is erased/forgotten. More can be found about requesting your information to be deleted here: <https://www.barnsley.gov.uk/services/information-and-privacy/personal-information-requests/>
- **The right to restrict processing** - Should you wish us to limit how we use your data please email sendiass@barnsley.gov.uk with the reason for your request.
- **The right to object** - In addition to the right to limit the use of your data, you also have a right to object to the use of your data for certain actions. Please send your request to sendiass@barnsley.gov.uk