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**GDPR, Data Processing & Consent to Share**

Thank you for contacting **Solihull SENDIAS** Service (Solihull 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), 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 Regulation2016/679 (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 data.protection@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/ (Referral Form)**

When you or someone refer(s)/register(s) you or your child for our services, we will ask all parents/ carers/ children and young people contacting our service for the first time to give their permission for us to access their SEND files and speak with professionals involved in their case.

**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.

**What Personal Information Do You 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.

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| --- | --- |
| **Information about you:** | **Information about your child:** |
| Name & Address | Name & Address |
| Contact Information (email / telephone) | Gender |
| Date of Birth | Date of Birth |
| Marital Status  | \*Disability Information |
| Employment Status | \*Ethnic Origin |
| Benefits | \*Language Spoken |
| \*Disability Information | Services provided |
| \*Health Information | Case history |
| \*Ethnic Origin |  |
| \*Language Spoken |  |

**\* Special Categories of Data**

Due to the nature of the services we provide, some of the data we collect is sensitive.

Information relating to Health, Ethnicity and any particular requirements you or your child may have. These are considered 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, we will need to communicate with you to arrange meetings and visits and discuss aspects of your requirements.

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

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

Legal Basis: Legitimate Interests

Special Category Condition: Explicit Consent

**For Safeguarding and Where Legally Obliged to Do So**

All staff at Solihull SENDIAS 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 practical to do so, we will tell you in advance of such disclosure.

Legal Basis: Legal Obligation

Special Category Condition: Performance of Obligations under Social Care Law

# **Sharing & Disclosure**

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

Within Family Action:

* Staff working at Solihull SENDIAS;
* Senior managers, as required;

Outside of the Partnership

* Sensitive personal data will only be shared with informed consent; it 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 data.protection@family-action.org.uk or write to us using the details below.

**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 data.protection@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 emailing data.protection@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 data.protection@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 are concerned about the way we have processed your personal information, you have the right to complain to the Information Commissioners Officer (ICO). To do so please refer to the ICO website <http://ico.org.uk> .

# **Changes**

Family Action and the service partnership 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](http://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 Head Office
34 Wharf Road
London N1 7GR

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