

Bolton IAS Privacy policy

Who we are

The Bolton Information and Advisory Service (SEND) is a statutory organisation that support parents, carers and young people from 0-25 who have SEND, in relation to giving information and advice about education, health and social care. Bolton IAS sits under the COG umbrella.

Your data

By contacting the IAS service, you are entering into a contract where you are voluntarily sharing your information with us in order to access our service and receive advice and information on your personal circumstances. The information we discuss is deemed “sensitive”, and in almost all cases, it involves sharing information about your child or young person’s SEND needs. The following information will explain what information we will record and share, when we will record and share it, and how you can be involved in it.

Your consent- we need it to do our job for you

You are implicitly giving consent freely to discuss your information with us when you call. We will not record any information unless you ask us to, for example, should you call us for telephone advice on a situation, you can be assured that the phone call and details of our conversation are not noted at all. If you are asking us to be involved in your circumstance, and are seeking direct case work, such as being involved in any ongoing capacity/ asking us to contact someone on your behalf such as a school, or asking for a meeting with us, we will need to set you up a case work file to record your data and information, what you want us to do, what action we shall take, and the outcome of this. If you agree to us doing this, we will obtain your consent to do so.

Your information

The information we would capture for our families receiving casework differs from family to family due to the exact circumstance. At its most basic, it would include yours and your child’s names, address, DoB, contact details etc, and at its most complex, copies of EHC plans/ Early Helps etc, which you would need to give consent for us to have copies of, from the relevant authority which holds this information. This information would be added to over the duration you have your case with us, such as updates from meetings etc.

Once consent has been obtained, most of our families like to keep their case files open so that they can “dip in and out” of the service as and when issues may arise. In these instances, we will write out once a year to remind you that we still have your data and that you can ask for us to “forget you” at any stage. If, when we write out to you, you do not give us your consent, we will have to erase your data and case files.

At any given time, you can ask to see the data we have on you, and we will provide you with the opportunity to do this within 2 working days. You also at any given time, have the authority to tell us to revoke all our information we hold on you- which we will also do within 2 working days. This request can be submitted verbally or in writing. You may be required to sign a form when you come to collect and take away any information we hold on you.

What we do with your data

We work for you, and in most cases having information about your case is necessary in order for us to work on your behalf- for example, you ask us to contact the Local Authority to trace an EHC plan application. This would need us to have your child's full name and date of birth. Likewise, if you asked us to attend a meeting, we would benefit from having copies of the last meeting notes/ your verbal overview so that we are well informed and in the best place to advise. In all instances, we would make you aware that we need to open a casefile for you and that this information will be noted. You have the right to decline us to do so, but will be referred back to using our advisory helpline.

We will not contact any service or organisation without your prior consent. This is given when you agree to us opening up a casefile for you. We will not disclose any of your information to third parties without your consent, nor will we provide any other party with the information we hold on you without your consent. The only exception to your agreement to share information is if it is considered there is a safeguarding risk.

Emails

If families choose to contact us and disclose their information by email, it is implied you are happy to do so. We are happy to continue communicating with families in their preferred methods if consent is given for us to do so.

Contact via the website

All families using the website as a means to contact us have chosen to do so. As the contact takes the form of "email", the rules around email contact (as above) will apply.

How we store your data

For those that agree for us to hold their data, we have a secure database that captures all your basic contact information. We also hold paper files which we use to hold meeting notes/ copies of documents you send to us.

If you need to speak to us about your data

Please contact the office on 01204 848722 to discuss with us anything to do with your personal data or to make a complaint if you feel we have misused your personal data.

May 2018