



PRIVACY NOTICE

Created by:	Dean Frances-Hawksley	Date: 10-7-2024
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Next review due by:	[Date]	

1. Introduction

This notice explains how we collect, store and use personal data about learners at All Things SEN, like you.

We, All Things SEN - The Quay, are the 'data controller' for the purposes of UK data protection law.

Our data protection officers are Dean Frances-Hawksley and Steven Lane

All Things SEN - The Quay is committed to protecting the privacy of your personal data. We aim to be clear about this when we collect your data. This notice sets out how All Things SEN - The Quay uses the information that you provide us with, in order for us to help continue to support the lives of children, young people and their families. It explains when and why we collect personal information about people who we support, who support us, who provide us with services, who visit our website or work or apply to work with us – as well as how we use that information, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Privacy Notice should be sent by email to dean@allthingssen.co.uk or by writing to Data Controller, All Things SEN - The Quay, 52 Farmwood Close, Newport, NP199BP.

If you are unhappy with the way we process your data, you can also make a complaint to the Information Commissioners Office (ICO) which regulates the use of information in the UK. They can be contacted by Telephone 03031231113, by going on their website to complete their complaint form www.ico.org.uk/make-a-complaint, or you can write to them.

Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire, SK9 5AF.

2. What information do we collect and where from?

The type and quantity of information we collect and hold, and how we use it depends on why you are providing it. Whenever we collect personal information, we will identify ourselves as All Things SEN - The Quay, tell you why we are collecting it, and inform you of how we plan to use it.

In order to carry out our work, we collect personal information about the children and young people we support, as well as their families. This includes names, addresses, contact details such as telephone numbers and email addresses, and where necessary dates of birth and other information to assist us in providing our services.

We collect information when you give it to us directly, including via our website from online forms and from emails, or when you give permission to other parties to share it with us in order for us to carry out our organisational responsibilities. We occasionally collect information when it is available publicly from external sources and may help us provide a better service.

We will store information on learners, parents and clients in order to support our services. Your data may also be used, where relevant, to advise you of our events, news and marketing which may be of interest to you as the person we support.

Photographic records of learners and educational activities are a part of our assessment process, support communication with parents and careers, and may be used to support Occupational Therapy assessment. Should we wish to use any of these images on our website or in other marketing materials in order to promote the organisation, we would always seek explicit consent to do so. You do not have to agree that we may use yours or your child's image, it is entirely your choice. Staff information will be used for DBS checks.

When you visit our website, or download information from it, the following information is recorded: your internet address, your domain name if applicable, the date and time of your visit, the pages you accessed, documents you downloaded, the previous website you have visited and the type of browser you are using. This information is not personal information and is only used for statistical and website development purposes.

3. How do we use your personal information?

We use your personal information to carry out the functions and activities of All Things SEN - The Quay to comply with our legal obligations and to help us manage and provide our services to the optimal degree.

We use your information to:

- keep a record of your relationship with us, for internal administrative purposes, and to let you know about changes to our services or policies that may affect you
- look into, and respond to, complaints, claims, or any other issues
- Process your data when you work for the organisation
- Process your data when you apply to work for the organisation

We will process information to ensure all submissions are handled and fulfilled correctly and to the highest standard.

We may analyse your personal information and keep a record of our communications with you, to carry out statistical analysis and research in order to help us provide an improved experience to our clients, members and supporters, understand how we are performing and ensure we are using our funds in the best possible way. We may make a note of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is publicly available from external sources to help us do this effectively. When we carry out any of these processes, we work hard to ensure that we respect your privacy and your rights under the relevant data protection legislation.

You can ask us at any time not to contact you again, or not to use your data for these purposes, by emailing dean@allthingsen.co.uk or by writing to Data Protection Officer, All Things SEN - The Quay, 52 Farmwood Close, Newport, NP199BP.

4. Data retention and keeping information up to date

In line with UK GDPR guidance, your details and supporting paperwork will be retained for no longer than is necessary, and then either deleted, anonymised or archived. In order to accurately report on the activities of the organisation and demonstrate our impact, we need to be able to report on

certain services provided, as well as demonstrate our level of interaction with funding authorities, parents, and related professionals. Therefore, some data will be kept longer than other data.

For more information, please ask us directly by emailing dean@allthingssen.co.uk, or writing to Data Controller, All Things SEN – The Quay, 52 Farmwood Close, Newport, NP199BP.

5. Accuracy of your personal information.

All Things SEN - The Quay will endeavour to ensure that the personal information we hold is accurate, complete, and up to date. If you become aware of any inaccuracy in the personal information we hold about you, we encourage you to contact us so we can update any personal information we hold about you.

6. Who has access to your information and how do we keep it safe?

We will not share your information or the information about children without the prior knowledge and consent of their parents or guardians unless the law requires it.

We will never sell, trade, or rent your information to third parties. Occasionally we need to disclose personal information to trusted third parties who assist us in providing services or who perform functions on our behalf (such as professionals who are integral to delivering our services). We ensure that any third parties with access to your data are held to strict standards for data use and security.

Third Party Service Providers working on our behalf:

Your data is shared (through operational necessity) with our IT providers, including our database provider, web-hosting company, and email provider. We ensure that these data processors are compliant with data protection legislation. We may pass your information to our third-party service providers, agents, subcontractors, and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to send you e-newsletters or progress information relating to your child). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing or other purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

7. Security of your personal information

All Things SEN - The Quay regards the security of your personal information as a priority and takes several precautions to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. We remind you, however, that the internet is not a secure environment and although all care is taken, we cannot guarantee the security of information you provide to us via electronic means.

8. Your rights and choices

8.1 Legalities

The Law on Data Protection is derived from various pieces of legislation including the Data Protection Act, Privacy and Electronic Communications Regulation and the General Data Protection Regulation (the 'GDPR'). The GDPR states that personal data (information relating to a person that

can be individually identified) can only be processed if there is a legal ground to do so. Activities like collecting, storing, and using personal information fall into the GDPR's definition of processing. The GDPR provides six legal grounds under which personal information can be processed in a way that is lawful. For the processing to be permitted by law, at least one of the legal grounds must apply. The four legal grounds that are most relevant to All Things SEN - The Quay's use of your personal information are:

- Consent
- Legitimate Interest
- Contract
- Legal Obligation

8.2 Processing your personal data?

All Things SEN - The Quay will only process your personal information if we have:

1. asked you and have a record of your express consent for us to do so;
2. a 'Legitimate Interest' to do so in order to support our educational purposes. Our use will be fair and balanced and never unduly have an impact on your rights;
3. a contract with you that we can only fulfil by using your personal information, e.g. to send you an item that you have requested;
4. a legal obligation to use or disclose information about you.

In extreme situations, such as an accident or medical emergency, we may share your personal details with the emergency services if it is essential for the preservation of life (yours or another person's) for us to do so. This is the 'vital interest' ground for using your personal information. After the emergency, we will always try to inform you about how we had to use your information in that extreme situation.

We will never prioritise our interests as an alternative provision over your rights as an individual. We will always balance our interests with your rights. We will only use personal information in a way and for a purpose that you would reasonably expect in accordance with this Notice.

8.3 Consent

Where All Things SEN - The Quay has asked for your consent for processing your data, this can be withdrawn at any time by emailing either dean@allthingssen.co.uk or steven@allthingssen.co.uk, or by writing to Data Controller, All Things SEN - The Quay, 52 Farmwood Close, Newport, NP199BP.

We will only ask you for your consent where you have a genuine choice in how we process your information. In most instances we will use other grounds for processing than consent.

8.4 What is Legitimate Interest?

This legal ground for processing means that organisations can process your personal information if they

1. have a genuine and legitimate reason for doing so and
2. Do not harm any of your rights and interests as an individual.

We do not unduly prioritise our legitimate business interests over your interests as an individual. We always respect your rights. We consider your interests based on previous communications, as well as what we consider your expectations to be, and assess whether we are using your personal information in a way that matches your relationship with us. We aim to be clear about what information we collect, to enable you to make meaningful choices about how it is used.

When it is necessary, we will contact you for administrative purposes. We may hold the minimum personal information required to support our ability to respect your preferences for communication with us.

8.5 Anonymity

Where it is lawful and practicable, we will allow individuals to deal with us on an anonymous basis. For example, if we receive a telephone enquiry, we will not require that the enquirer gives us their name, although depending on the nature of the enquiry, we may not be able to answer it unless they do.

8.6 Your choices

We will not contact you for promotional purposes by email or text message unless you have given your prior consent. We will not contact you for promotional purposes by post if you have indicated that you do not wish to be contacted.

You have a choice about whether or not you wish to receive information from us, and whether or not we use your data for the purposes outlined above. You can change your preferences at any time by contacting us by emailing dean@allthingssen.co.uk or steven@allthingssen.co.uk, or by writing to Data Controller, All Things SEN - The Quay, 52 Farmwood Close, Newport, NP199BP.

8.7 Your rights

The GDPR gives you rights as a data subject. You have:

- the right to request from us access to your personal data;
- the right to request from us rectification of your personal data;
- the right to request from us erasure of your personal data;
- the right to request from us restriction of processing your personal data;
- the right to object to our processing of your personal data;
- the right of data portability;
- if we are processing your personal data on the basis of your consent, you have the right to withdraw your consent at any time. This does not affect the lawfulness of processing based on your consent before you withdrew it; and
- You have the right to complain to the ICO by visiting <https://www.ico.org.uk>.

8.8 Freedom of Information

Under data protection legislation, you have the right to request access to information that we hold. To make a request for your personal information, or be given access to your or your child's All Things SEN - The Quay record, you may contact us by emailing dean@allthingssen.co.uk or steven@allthingssen.co.uk, or by writing to Data Controller, All Things SEN - The Quay, 52 Farmwood Close, Newport, NP199BP.

8.9 If you do not wish for us to contact you

Please just let us know by emailing, dean@allthingssen.co.uk or steven@allthingssen.co.uk, or by writing to Data Controller, All Things SEN - The Quay, 52 Farmwood Close, Newport, NP199BP.

9. Changes to this Notice

If All Things SEN - The Quay updates or changes this Privacy Notice, the changes will be made on this page. Your continued use of All Things SEN - The Quay website following the posting of changes will mean you accept those changes.