



Buckinghamshire SENDIAS Service

☎ 01296 383754

✉ sendias@buckinghamshire.gov.uk

🌐 www.buckscc.gov.uk/education/bucks-send-ias/

📄 https://account.buckscc.gov.uk/service/contact_bucks_sendias

Privacy Notice for Bucks SEND IAS Service

How we use information about you

Bucks SEND IAS Service

We are the one-stop statutory service for Buckinghamshire providing free, impartial, confidential Information, Advice and Support for children and young people with Special Educational Needs and Disabilities and their parents/carers. We are funded by but at arm's length from Buckinghamshire Council.

The categories of information about you and/or your child/young person that we collect and hold include:

- Personal data (such as name and address, email and telephone contact details, date of birth, setting/school or college name, special educational needs information, exclusions information).
- Special category data (such as ethnicity, language, nationality, country of birth).

Why we collect and use this information

We use this data:

- to provide relevant information, advice and support to you.
- to assess the quality of our services.
- to comply with the law regarding data sharing.



The lawful basis on which we use this information

We collect and use basic service user information because processing is necessary for compliance with a legal obligation to which we are subject - section 32 of the Children and Families Act 2014. We need this information to be able to provide this service.

We also collect and use your contact information if you have given consent to the processing of your personal data in order to receive our email news updates and/or surveys. This is relevant for service users aged 13 years or over. For children under 13 years old, parental consent will be required. You are able to withdraw your consent if you no longer require news updates or surveys from Bucks SEND IAS Service.

Storing your data

We store personal data until your child or young person is 25 years old if we have had no contact since their 18th birthday. If we have contact after their 18th birthday, we keep the personal data for another 5 years following their 25th birthday. This is in line with the Buckinghamshire Council retention schedule.

Who we share your information with

- We do not share your information with any other third parties without your consent, unless there is a safeguarding concern.
- We remind you about who we share your information with when you first contact our service, or when you contact us again after a year or more's gap.

Why we share information

We do not share information about our service users with anyone without consent unless the law and our policies allow us to do so. You will be informed in advance if we need to share your personal data.

We may share anonymised, aggregated data with the local authority, the parent carer forum and with the National SEND Information, Advice and Support Network hosted by Council for Disabled Children, contracted by the Department for Education. This is to ensure effective use of resources and equality of impact. It also supports planning at a strategic level.

Requesting access to your personal data

Under data protection legislation, service users have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's record, please contact sendias@buckinghamshire.gov.uk

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Contact

If you would like to discuss anything in this privacy notice, please contact:

Sarah Smith, Team Leader, Bucks SEND IAS Service

sendias@buckinghamshire.gov.uk

01296 383754