

Thank you for contacting **Medway SENDIAS** Service (Impartial Support Advice and Information on Disability and Special Educational Needs).

For the purposes of the data processing described in this statement and compliance with the Data Protection Act (2018), the 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 Regulation 2016/679 (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.

Medway SENDIAS Service (Impartial Support Advice and Information on Disability and Special Educational Needs).

5a New Road Avenue, Chatham, Kent, ME4 6BB

Advice line: 01634 566303

email: medwaysendias@family-action.org.uk

Registered charity no: 264713 Registered company limited by guarantee in England and Wales no: 01068186

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	Professional reports
*Language Spoken	School Reports

* 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 to be 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 have been identified.

Legal Basis: Legitimate Interests Article 6 (f) – Processing is necessary for the purposes of legitimate interest pursued by the controller or by a third party.

Special Category Condition: Special Category Data – will be processed under Article 9 (d)

Article 9 – (g) Reasons of substantial public interest (with a basis in law) Substantial public interest condition set out in DPA 2018 – Condition 18. Safeguarding of children and individuals at risk.

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For Safeguarding and Where Legally Obligated to Do So

All staff at **Medway SENDIASS** 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: Legitimate Interests [Article 6 \(f\) – Processing is necessary for the purposes of legitimate interest pursued by the controller or by a third party.](#)

Special Category Condition: [Special Category Data – will be processed under Article 9 \(d\)](#)

Article 9 – (g) Reasons of substantial public interest (with a basis in law) Substantial public interest condition set out in DPA 2018 – Condition 18. Safeguarding of children and individuals at risk.

Sharing & Disclosure

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

Within the Family Action:

- Staff working at the service that you use;
- Senior managers, as required;

Outside of the Service:

- Relevant Staff working for our Clinical Commissioning Group or LA (details in the service partnership above), on whose behalf we may be running the service you use. Clinical Commissioning Group may check files to make sure that we are providing you with the service that we should be.

Rights

The GDPR legislation provides you with a number of rights in relation to your personal data.

Right to Withdraw Consent

You have the right to withdraw 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.

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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 and where appropriate/possible notify you by email.

Contact

Should you wish to contact us, our registered address is:

Family Action
34 Wharf Road

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N1 7GR

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

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