

WESAIL Privacy Notice

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)/UK 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.

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Advice line: 01924965588 Email: wesail@family-action.org.uk



This will help us to fully understand your needs and promote yours/your child's health and wellbeing.

What personal information do we 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.

Information about you:

- Name and address
- Contact information (email/telephone)
- Date of birth
- Employment status
- Benefits
- *Disability information
- *Ethnic origin
- *Language spoken

Information about your child:

- Name and address
- Gender
- Date of birth
- *Disability information
- *Ethnic origin
- *Language spoken
- Services provided
- Case history
- Professional reports
- 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
- **Special Category Condition:** 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.

For safeguarding and where legally obliged to do so

All staff at WESAIL 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:** Article 6 (f) – Legitimate Interest
- **Special Category Condition:** 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 Family Action:

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

Outside of the Service:

- Sensitive personal data will not be shared with anyone outside of Family Action without good reason.

Rights

The UK 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

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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 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:

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Advice line: 01924965588 Email: wesail@family-action.org.uk





Family Action, FAO: WESAIL, 34 Wharf Road, London, N1 7GR

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

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Registered as a Charity in England and Wales no: 264713 Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: Sir David Holmes CBE.
Vice Patrons: Christine Davies CBE, Dr Andrew McCulloch, Dame Denise Platt DBE, Katie Vanneck-Smith, Professor Harriet Ward CBE.

2025

Information request

Full name of Child/Young Person: Date of Birth:

Also please provide us with details of any people who you would NOT like us to speak to:

.....

I have received information regarding: (please tick)

Complaints	☐	Access to records	☐
Confidentiality/UK GDPR/DPA 2018	☐	Safeguarding	☐

Special Category Data

Some of the information requested by the service is regarded as Special Category Data under data protection legislation and we will process and store this data/information under the legal basis of:

- **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.
- **Article 6 (f)** – Legitimate Interest.

I have read the privacy notice above concerning data protection and consent to Family Action using the information provided in the above section (and any supporting information that is required) for the purpose of processing my SENDIAS service (WESAIL SENDIASS)

Survey and continuation of information post end of service

During and at the end of your time with our service, we would like to have your feedback on the service and also want to continue to invite you to Family Action events. Please delete as applicable

- I would like to be contacted to take part in a survey related to the service YES NO
- I understand that I can withdraw consent for contact for future events YES NO

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- I am the child(ren)'s *parent/guardian with Parental Responsibility YES NO

Signed: Print Name:

Dated:

PLEASE RETURN TO: E: wesail@family-action.org.uk

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