

Privacy notice

At ACT4SEND we take your privacy seriously. This Privacy notice provides information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure in line with the terms of the General Data Protection Regulations (GDPR).

ACT4SEND LTD provides advice to schools to improve the provision for pupils with special educational needs and disabilities. This may include gathering information about pupils from parents, school staff and other professionals, as well as assessment data. Permission is sought for information sharing.

What data is collected?

Types of data we collect includes:

- Personal identifiers and biographical information, for example date of birth
- Contact details – e.g. home address, email address and telephone number
- Sensitive personal data - for example, details of why an individual seeks an assessment, details of a disability or specific learning difficulty, details of support a client/learner may have had in the past, assessment data, and notes written during and after support or assessment sessions or after other contact with client/learner
- Dates of meetings held with a client/learner
- Family Details – for example details of other family members with whom a client/learner or a client/learner's school/college/workplace have given consent to liaise

It does not include any personal data relating to race, ethnicity, political opinions, religious beliefs, trade union membership, genetic data, biometric data or sexual orientation unless it is in your best interests and/or processing is necessary to support your case.

Why we collect this data:

Personal data is required in order to plan and carry out an accurate assessment or provide individualised recommendations. Written reports are sent via email to the client who has commissioned the work. All data is kept for six years or until a child becomes 24. Paper documents are kept in a locked cabinet and electronic documents are stored on a password-protected computer.

ACT4SEND

Director: Sue Willis
Registered in England no. 11394081

Registered address: 3 Barnard Close, Yatton BS49 4HZ
ICO registration number: ZA424620



Who might we share this information with?

Personal data will not be shared with any third party for marketing purposes. Reports written will be shared with schools, colleges, workplaces and universities with your consent. At your request, personal information may be removed from copies of reports sent to such institutions.

How do we collect your personal data?

Information is collected through:

- questionnaires
- email threads
- telephone calls
- interviews – in person or via video calls
- correspondence - written and verbal
- referral forms
- payment arrangements

Access to your personal information

You are entitled to view, amend, or delete, or object to, or request restriction of, processing or sharing of the personal information that we hold. Email your request to info@act4send.com

Requests from clients or learners to delete data relating to an individual will be considered on a case-by-case basis but we may be unable to remove all data for legal reasons.

You are also entitled to complain to the Information Commissioner's Office (ICO) at any time if you believe your personal data has been mishandled.

Fees

There will be no charge for compliance with any of the above requests, in so far as the requests are not repetitious, excessive or unreasonable.

This policy will be reviewed on an annual basis.

Last reviewed **September 2020** by Sue Willis, Director, ACT4SEND.

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