

## SENDIASS Privacy Policy



### **Who are we?**

Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) is a statutory service, that offers impartial information, advice and support to families of children and young people with special educational needs or disabilities, on the Isle of Wight. We are part of Childrens Services for the Isle of Wight Council, but our role is at arms-length to ensure our impartiality.

### **What are we going to do with your information?**

Information is held electronically on a stand-alone database which can only be accessed by SENDIASS staff. To enable us to provide a service to you, we will ask you for your name and contact details and information about your child that includes name, school, date of birth and area of difficulty. Once a case is open, we will record any actions undertaken. These may include phone calls, or attending a meeting with you. We will use your personal information to provide services or information to you e.g. our termly newsletter, or to create anonymised data for general reporting and statistical purposes. We may from time to time invite you to take part in surveys to try and improve our service delivery. We will ask for your consent to use and store your personal information (securely, under data protection legislation) and you may give this consent verbally or in writing. You have the right to withdraw this consent at any time. You can ask us to delete your personal information at any time.

### **Will we share your information with anyone else?**

No. Unless we have your permission to do so, we won't share your personal information with any organisations or individuals outside of SENDIASS. The only exception would be where a failure to share your personal information would lead to a risk of significant harm to you or others.

### **Can you see the information we hold about you?**

Yes, you can ask to see the personal information that SENDIASS holds about you, and can choose to receive that personal information in paper or electronic form. You have the right to ask us to correct any inaccuracies in the personal information that we hold about you and you can also choose to reuse your personal information for your own use, e.g. give it to another organisation.

### **What about our website?**

SENDIASS operates its own website ([www.iow.sendiass.co.uk](http://www.iow.sendiass.co.uk)). We (anonymously) monitor visitors to the site so that amongst other things we can see which sections are being viewed, how long for and where the visitors came from all of which is

invaluable information for us in terms of developing the site and monitoring our performance.

### **How long do we keep your information for?**

We will only keep your information for as long as your case is open to us.

Once a case is closed the information will be fully anonymised thus removing all personal data from our system. Any paper-held information will be shredded.

### **How can you get in touch with us?**

If you would like to know more how we look after your personal information, or would like request a copy of the personal information that we hold about you, you can contact us in the following ways:

**phone:** 01983 825548

**email:** [sendiass@iow.gov.uk](mailto:sendiass@iow.gov.uk)

**post:** SENDIASS, 11 Orchard Street, Newport Isle of Wight PO30 1IZ