



SEND IASS Privacy Notice

At Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service we are committed to protecting your privacy and will only use your personal information to provide the service you request from us. This privacy notice has been written in accordance with the General Data Protection Regulation (GDPR) 2018.

What type of information is collected?

We will ask for your personal information including your name, address, phone number, email address, child's name, child's date of birth and the school that your child attends. We will also ask for the names of other professionals that are involved with your child, any diagnoses or ongoing assessments and any further information in relation to your child's special educational needs or disabilities. We will not contact anyone in connection with your child unless you give your consent to this verbally or in writing.

How is your information used?

Your contact information will be used when we need to contact you directly at your request and to provide you with information and advice. Following any meetings, the notes that we take will be processed and sent to your home address. The information that you provide regarding your child's health and special educational needs or disabilities will be used to inform any advice we give you.

It may be useful for us to contact other professionals regarding your child. We will always ask for your consent to do this and explain the reasons for that contact and feedback to you following that contact. We will not disclose any personal information that you have given us without your consent.

We may contact you at a later date, to ask for some feedback as part of our quality assurance measures.

We may also use anonymised information gathered in our work to create anonymised data for general reporting and statistical purposes and to raise issues about practice with schools, setting and the Local Authority.

Who has access to your information?

Your information is stored on a database within a secure folder. All paper records are stored securely and destroyed after 1 year. Your information can only be accessed by the SEND Information, Advice and Support Service staff members and our administration assistant.

Will we share your information with anyone else?

No. Unless we have your permission to do so, we won't share your information with any organisations or individuals outside of Newcastle SEND Information, Advice and Support Service.

Can you see the information we hold about you?

You can ask to see the information that we hold about you. You have the right to ask us to correct any inaccuracies in the personal information that we hold, or to delete the information if you decide at any time to withdraw consent.

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified. If you would like to know more about how we look after your personal information, or would like to request a copy of the information that we hold about you, you can contact us by **Phone:** 0191 211 6255 or **Email:** sendiassadmin@newcastle.gov.uk