**Privacy Notice**

This Privacy Notice describes your rights as a service-user or email subscriber. It is intended to clarify and explain our use of your personal data and the steps we take to keep information about you secure.

It is linked to the privacy information provided by RBWM: <https://www3.rbwm.gov.uk/privacy>

This Privacy Notice applies to information we collect, store and share.

**Who are we?**

The Information, Advice and Support (IAS) Service for Windsor and Maidenhead offers free and confidential information, advice and support for children and young people with special educational needs or disabilities (SEND), aged 0-25, and their parents/carers. Our service is available to anyone living in RBWM and, in most instances, families self-refer. If another person wishes to introduce you to IASS, we will always ask that they seek your permission first. We will contact you to check that you wish to receive support from IAS and will not record any information about you without this consent.

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| **What is the legal basis for collecting, using and storing data?**  This is based on your consent and enables us to provide information, advice and support. |

**What personal information do we record?**

The IAS Service takes your privacy seriously. We will only record personal information which is relevant to the service we are providing to you.

The personal information we record is:

* Your name and address
* Date of Birth
* Email address
* Telephone contact details
* Educational setting
* Medical diagnosis relevant to SEND
* Information about the involvement of other services
* Personal information contained in professional reports that either:
  + you have provided to us yourself, or
  + you have given your consent for IAS to obtain from another party
* Detailed case notes written by the person working with you at IASS as a record of our involvement and actions

You may also provide us with information about your ethnicity. This is used solely for statistical and monitoring purposes, to ensure that the IAS Service is accessible to all members of our diverse local community.

Any data used for statistical reporting and monitoring purposes is anonymised.

**How do we store your personal information?**

We will ask for your consent to store your personal information (securely and in accordance with data protection legislation) and you may give this consent verbally or in writing. You have the right to withdraw this consent at any time and can do so by emailing us at [ias@rbwm.gov.uk](mailto:ias@rbwm.gov.uk)

Information is held on a secure, cloud-based data management system which can only be accessed by IASS staff. Our database is held on secure servers hosted by Dizions Ltd, whose own privacy notice can be viewed at: <https://www.crossdata.co.uk/privacy>

If there is a need to store paper documents while we are working with you, these will be kept in locked filing cabinets and will be disposed of securely when they have been uploaded to the database.

You can ask to see the information we hold about you and can ask us to delete your personal information at any time.

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

Your involvement with the IAS Service is confidential. As such, everything you tell us, either in person or on the phone, will be treated as strictly private.

We will not disclose your records to, or discuss your business with, anybody outside the IAS Service without your clear consent, ***except*** if we suspect a child or young person is at risk. Where this is the case, we have a legal responsibility to share information in the interests of safeguarding. We will tell you if we intend to share information for this reason, so long as we consider it safe to do so.

At times it might be helpful to ask for, or share, information on your behalf and we will always discuss this with you. It will be your decision whether we talk to other people about you or your child. We will always record whether you have given your permission for us to share information or discuss your circumstances with other people.

We will only access information held elsewhere (for example, by RBWM services or schools) with your clear consent.

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

You can ask to see the personal information that the IAS Service holds about you, and can request a copy of that 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 use your personal information for your own purposes, e.g. give it to another organisation.

You can ask for the information we hold about you to be deleted by writing to at [ias@rbwm.gov.uk](mailto:ias@rbwm.gov.uk)

**What about email?**

From time to time, we may contact you by email to provide information and news. We will always ask for your consent before adding your details to our email distribution list and you can unsubscribe from this, by clicking the unsubscribe button on the email, at any time.

Group emails from the IAS Service are sent via a secure system called Constant Contact, which keeps your email address private.

**How long will we keep your personal information?**

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| Paper records are held only so long as required for our involvement. They are then destroyed as confidential waste. Electronic records will be anonymised (kept only for statistical purposes) when the young person reaches the age of 25, or earlier on written request. |

**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:

**Tel:** 01628 683182

**Email:** [ias@rbwm.gov.uk](mailto:ias@rbwm.gov.uk)

**Write to us or visit us at:**

IAS Service for Windsor and Maidenhead, Riverside Centre, West Dean, Maidenhead SL6 7JB