



Privacy notice : Information Advice and Support Service

Who we are

Information Advice and Support (IAS) Service
Royal Borough of Windsor and Maidenhead
Riverside Children's Centre
West Dean
Maidenhead
SL6 7JB
ias@rbwm.gov.uk

Lawful basis for processing the information

General Data Protection Regulation Article 6(1)(a) – the data subject has given consent to the processing of his or her personal data for one or more specific purposes.

How we collect information

We will collect your information using online forms, paper forms, email, via telephone, Answerphone, and social media.

We will also collect your data through use of databases, including Crossdata and Constant Contact.

What information is collected

We will collect your name, address, telephone number, email address, ethnic origin, information relating to your health and medical needs and your biometric/genetic information.

How we use the information provided

We collect your information so that we can contact you to you discuss your questions and/or concerns on matters relating to SEN and disability.

Who has access to the information about you

The following departments will have access to your information:

- The Information Advice and Support (IAS) Service
- CYPDS – with Parental Consent
- School – with parental consent
- Health Services – with parental consent

- Family Hub/Social workers/ Early Help – with parental consent

Who we may share your information with

We will not share your information further than the teams identified above without your prior consent.

How long we store your information

We keep children and young people's information from their date of birth until they reach the age of 25.