

## BRENT

### SPECIAL EDUCATIONAL NEEDS AND DISABILITIES INFORMATION, ADVICE AND SUPPORT (SEND IAS) SERVICE

#### PRIVACY NOTICE

##### Introduction

Brent SENDIASS is committed to ensuring that your privacy is protected. If we ask you to give us personal information when using the services, it will only be used in accordance with this privacy statement.

This Privacy Notice explains how we use information about you and how we protect your privacy. Brent Council are the data controller for the information we have about you. This Privacy Notice should be read in conjunction with Brent Councils' Corporate Privacy Notice. For more details about this, please visit: [Privacy Policy | Brent Council](#)

You will find information about how the service operates on a confidential and impartial basis on our webpages or by requesting a copy from our staff. It is important to us that you can trust us to keep your information safe and to use it in ways that you will think are reasonable and ethical.

Note: Brent SENDIASS complies with all Brent Council policies and in addition also has the following service specific policy.

##### Who are we?

Brent Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS) is a statutory service that offers free, impartial information, advice and support on matters around Special Educational Needs and Disability (SEND) to parents, carers and young people up to the age of 25, across Brent. Brent Council funds the service. It operates at arm's length from other Council teams and offers a confidential service to those that contact the service.

##### Why are we gathering your information?

We collect and use your personal information where it is necessary to perform our statutory duties to which we are subject (Part 3, Section 32, Children and Families Act 2014). We need this information to be able to provide this service.

The legal basis under the data protection legislation for processing your information is 'consent.' We will ask for your permission before we add your details to our online data base.

We may need to use information about you to:

- deliver services and support for you.
- manage the services we provide for you.

Without your consent the SENDIAS Service will still provide impartial information, advice, and support (IAS) to you, but the IAS provided may be less effective and comprehensive without being able to contact third parties e.g., a school or a health professional.

If a young person (YP) aged 16 or over contacts the service directly, we will only seek the YP's consent, we will not contact and seek the consent of the YP's parent/carer. For children under 16 years old, parental consent will be required.

We also collect and use your contact information if you have given consent to the processing of your personal data to receive our email news updates and/or surveys. You can withdraw your consent if you no longer require news updates or surveys from Brent SEND IAS Service.

If we have based our use of your information on your consent, you have the right to withdraw it at any time.

### **What information do we gather about you?**

The information we collect about you may vary based on what service we are providing for you. When you contact us via telephone, email, or by registering for or attending a meeting or event organised by us, we may collect and hold the following information about you and your child:

- Personal data (*such as name and address, email and telephone contact details, date of birth, setting/school or college name, special educational needs information, exclusions information medical diagnosis, details about the concern, other professionals involved*).
- Special category data (*such as ethnicity, language, nationality, country of birth*).
- and other information relevant to your enquiry.

We may also keep notes for meetings and any paperwork you have given us to support with your case. Documents such as letters from parents/carers, schools, health professionals; reports from health professionals, education health and carer plans; notes from meetings; emails to and from service users and caseworkers are uploaded to your child/young person's (CYP) referral.

### **How much information we collect about you?**

We will only collect and use personal information if we need it to deliver a service or meet a requirement. We only collect information about you that we need for you to receive a service from us. We respect your privacy and will keep what we collect to a minimum.

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

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- to provide relevant information, advice, and support to you.
- to enable effective contact with you.
- to comply with the law regarding data sharing.

- to assess the quality of our services. (*We may use the information to improve our service by, for example, acting on the comments we receive on our service user evaluation forms*).
- internal record keeping.

Brent SENDIASS takes your privacy seriously. We will only use your personal information to provide services or information to you, or to create anonymised data for general reporting and statistical purposes.

We will ask for your consent to store your personal information (securely, under data protection legislation) and you will be asked to complete the consent form. This consent form will be uploaded to your CYP's referral on the database.

From time to time, we may also use your information to contact you for service user feedback. We may contact you by email, phone, or post. We will ask for your permission before we add your details to our online data base.

You have a right to have explained if there will be any automated decision-making based on your data – we do not do this. Data is stored to enable us to support and advise you effectively.

As we are processing your information based on you giving us consent to do so, you have the right to withdraw your consent at any time. Doing so may mean we are unable to provide the service you are hoping to receive and the implications of you giving or withdrawing your consent will be explained at the time.

### **Where do we store your information?**

We are committed to ensuring that your information is secure and take appropriate care to secure the information we hold about you. Brent SENDIASS uses a secure online database. The database is hosted by an external provider and is overseen by the Brent SENDIAS service manager. To prevent unauthorised access or disclosure, we have robust technical security and managerial procedures to safeguard and secure the information we collect. We also adhere to our policies and procedures to make sure your information is only available to our employees who need to see it to do their job, and we train these employees appropriately.

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

The information we have collected will be retained in accordance with the requirements of our organisational retention schedules dependent on the service it was collected for. When we no longer require it, it will be deleted securely. This is in line with the Brent Council retention schedule.

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

We only share your information where we are permitted or required to by law, or where you have requested us to do so. We do not share your information with any other third parties without your consent. Unless we have your permission to do so, we will not share your personal information with any organisations or individuals outside of Brent SENDIASS. We are careful to keep to a minimum such sharing; whenever we share your information, we do everything we can to make sure it is protected.

You have a right to restrict processing of data (to request we do not use your data in a certain way). We remind you about who we share your information with when you first contact our service, or when you contact us again after a year or more's gap.

The only exception would be where there is a safeguarding concern and a failure to share your personal information would lead to a risk of significant harm to you or others.

### **Why do we share information?**

We may share anonymised, aggregated data with the local authority, the parent carer forum and with the National SEND Information, Advice and Support Network hosted by Council for Disabled Children, contracted by the Department for Education. This is to ensure effective use of resources and equality of impact. It also supports planning at a strategic level.

We may offer you opportunities to hear about events and services provided by the Council and our partners. You will be given the opportunity to opt out of receiving information about events should you wish to at any point.

We will not sell, distribute, or lease your personal information to third parties.

### **What about our web page?**

We are committed to protecting your privacy when you use our web pages. The Brent SENDIAS Service has a web hub within the Brent Council website. When visiting our web pages, you may also be providing us with certain information through our use of website 'cookies.' You can find out more about this in the cookie information here: [Privacy Policy | Brent Council](#)

Our web pages may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide after leaving our pages and whilst visiting such sites.

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

Under data protection legislation (Data Protection Act 1998), you have the right to request access to details of personal information about you that we hold.

To make a request for your personal information, or be given access to your child's record, in the first instance please contact [sendias@brent.gov.uk](mailto:sendias@brent.gov.uk). We will manage routine enquires as part of our usual customer service.

Please let us know if any of your personal information changes so that we can keep this information up to date. You can ask to change information you think is inaccurate; you should let us know if you disagree with something we have on record about you. We may not always be able to change or remove that information, but we will correct factual inaccuracies.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress,
- prevent processing for the purpose of direct marketing,
- object to decisions being taken by automated means,
- in certain circumstances, have inaccurate personal data rectified, blocked, erased, or destroyed,
- claim compensation for damages caused by a breach of the Data Protection regulations.

Your right to object means that if you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to our Data Protection Officer. You can also approach them if you would like to request a copy of the personal information we hold about you.

### **Data Protection Officer Contact Details**

We have a Data Protection Officer who makes sure we respect your rights and follow the law. For further information on your rights as a data subject and how we have managed your information you can contact the Council's Data Protection Officer at [dpo@brent.gov.uk](mailto:dpo@brent.gov.uk).

If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer by email, [dpo@brent.gov.uk](mailto:dpo@brent.gov.uk)

Alternatively, independent advice about data protection, privacy and data sharing issues, or to lodge a complaint about how we have handled your information, you can contact the [Information Commissioner's Office \(ICO\) online](https://ico.org.uk/) or visit the [website](https://ico.org.uk/) for contact information.

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*The Privacy Notice was approved by the SENDIASS Brent Steering Group.*

Approved: (Reviewed) 29<sup>th</sup> September 2025

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