

## SENDIAS BATHNES General Data Protection Regulation (GDPR)

### Privacy Notice

This privacy notice sets out how Sendias Bathnes uses and protects any information that you give to us when you contact our team. Sendias Bathnes is committed to ensuring that your privacy is protected. If we ask you to give us personal information, then it will only be used in accordance with this privacy statement.

We may change the policy from time to time by updating this page and so you should check this page from time to time to ensure that you are happy with any changes.

For the purpose of the Data Protection Act 2018 (DPA) and the General Data Protection Regulations (GDPR), the data controller is Sendias Bathnes.

### What data do we collect?

We may collect the following information:

If you are a parent or carer this may include:

- Your name, address, phone number and email address.
- Information about the child or young person, including name and age other information relevant to your enquiry

If you are a young person 13 and over this may include:

- Your name, age, address, phone number and email address
- details of your special educational needs, and other information relevant to your enquiry

If you are a professional this may include:

- Your name, phone number and email address

### How do we collect your data?

You directly provide Sendias Bathnes with most of the data we collect. We collect data and process data when you:

- make an enquiry online through our website enquiry page
- when you contact us via telephone, email, text or sign up for SEND related updates
- by registering for or attending a meeting or event organised by us
- voluntarily complete a customer survey or provide feedback on any of our message boards or via email

- use or view our website via your browser's cookies
- If you send us a private or direct message via social media you will receive an auto-response asking you to contact us via phone or by using our contact form. The message will then be deleted and it will not be shared with any other organisations.

Sendias Bathnes may also receive your data indirectly from the following sources:

- through reports or Education and Health Care Plans (EHCPs) that are shared with us with a parent or young person's permission

### **How will we use your data?**

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

- Internal record keeping.
- We may use the information to improve our service by, for example, acting on the comments we receive on our service user evaluation forms.
- At times we may need to share anonymized information with our funders for reporting purposes. Anonymised information means that you cannot be identified from it in any way.

Whilst we take all possible means to protect your personal information, we cannot guarantee the security of any information you transmit electronically to us.

We may periodically send emails about news or events in your area and information which we think you may find interesting or useful - using the email address which you have provided. We will ask for your permission before we add your details to our e-share list.

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 mail.

If you have previously agreed to us logging your personal information, you may change your mind at any time by writing to us or emailing us at: [sendias@bathnes.gov.uk](mailto:sendias@bathnes.gov.uk)

We will not sell, distribute or lease your personal information to third parties. We will only add your email address to our e-share mailing list or email you information about SEND when you give us your permission.

### **How long do we store your data for?**

Sendias Bathnes will keep your personal, contact, demographic and other details relevant to your enquiry for 3 calendar years after your enquiry has been closed. Once this time period has expired your enquiry will be anonymised and only data for reporting on demographic and enquiry type will be kept.

### **What are your data protection rights?**

- The right to access - You may request details of personal information which we hold about you under the Data Protection Act 2018. In most cases no fee will be payable.

- The right to rectification - If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be inaccurate.
- The right to erasure – you have the right to request that Sendias Bathnes erase your personal data, under certain conditions.
- The right to restrict processing – you have the right to request that Sendias Bathnes restrict the processing of your personal data, under certain conditions.
- The right to object to processing – you have the right to object to Sendias Bathnes processing of your personal data, under certain conditions.
- The right to data portability – you have the right to request that Sendias Bathnes transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [sendias@bathnes.gov.uk](mailto:sendias@bathnes.gov.uk)

Call us on: 01225 394382

Or write to us at: Sendias Bathnes, Bath and North East Somerset Council, Lewis House, Manvers Street, Bath, BA1 1JG

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

## **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. Please view our Cookie Policy online at <https://www.sendiasbathnes.org.uk/cookies>

## **How to contact us:**

If you have any questions about Sendias Bathnes' privacy notice, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [sendias@bathnes.gov.uk](mailto:sendias@bathnes.gov.uk)

Call us on: 01225 394382

Or write to us at: Sendias Bathnes, Bath and North East Somerset Council, Lewis House, Manvers Street, Bath, BA1 1JG

## **How to contact the appropriate authority:**

Should you wish to report a complaint or if you feel that Sendias Bathnes has not addressed your concern in a satisfactory manner, you may contact the Bath and North East Somerset Council Information Governance Team.

Email: [data\\_protection@bathnes.gov.uk](mailto:data_protection@bathnes.gov.uk)

Address: The Data Protection Officer

Bath and North East Somerset Council,  
Lewis House,  
Manvers Street,  
Bath,  
BA1 1JG

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