Hackney SENDIAGS (SEND Information, Advice and Guidance Service) Privacy Notice

Who are we?

SENDIAGS **is** an arm’s length, impartial service that offers information, advice and support to families of children and young people with special educational needs or disabilities in Hackney.

We are registered along with Hackney Council as a data controller under the Data Protection Act 2018 and use the Council’s secure ICT networks. However, please be assured that we have robust internal arrangements in place to ensure any information you share with SENDIAGS will not be shared with, or accessible to, any other services or teams within the Council.

What are we going to do with your information?

If you submit an enquiry form via this website, or make contact with SENDIAGS by email, we will use this information to make contact with you and discuss what support we can provide. Following this, we will only use your personal information to provide the information, advice and guidance services you request from us.

We may use this information to create anonymised data for reporting and statistical purposes. If we do, all data will be anonymised and no personal data will ever be shared with anybody outside of the SENDIAGS team.

Under the General Data Protection Regulation (GDPR) organisations must have a lawful basis for processing personal data. SENDIAGS relies on your consent as our lawful basis for processing information about you.

Will we share your information with anyone else?

No. Unless we have your clear permission to do so we will not share your personal information with anybody outside of the SENDIAGS service. Your personal information will not be shared with any other services or departments within the Council or any other organisations or individuals. The only exception would be where a failure to share your personal information would lead to a risk of significant harm to you or others.

SENDIAGS will not request access to information about you or your child that may be held by other services or teams within the Council without first obtaining your consent.

Your rights in relation to how we use your personal information

As an individual you have various rights with regard to your personal information under the General Data Protection Regulation and Data Protection Act 2018. At any time you can;

* ask to see the personal information SENDIAGS holds about you and request a copy of that personal information in paper or electronic form.
* request that we correct any inaccuracies within the information we hold about you
* request that we immediately stop using your personal information and delete all records of it

For general information about your rights in relation to your information, and who to contact if you want to make a subject access request, please see the Council’s [Privacy Statement](https://hackney.gov.uk/privacy).

Cookies

Cookies are small anonymous text files that are placed on your computer by websites that you visit. To find out more about cookies, including how to see what cookies have been set out and how to manage and delete them, visit the [Information Commissioner's Office](https://ico.org.uk/your-data-matters/online/cookies/) website.

The Council is committed to only using cookies that are either essential (i.e. they are required to make something work) or that help us to make your experience of using the **website** better.