

Confidentiality Policy for SEND Assist

1. Our commitment to confidentiality

We understand that parent carers share personal, sensitive and sometimes distressing information when seeking SEND support. We treat all information you share with us as **confidential**, and we only use it to support you and your child or young person.

We follow UK General Data Protection Regulation (GDPR) 2018, which this policy reflects.

2. What information we collect

We may collect information such as:

- Your name and contact details
- Details about your child or young person's needs
- Relevant documents (e.g., EHCPs, reports, letters)
- Notes from meetings, calls, or advocacy sessions

We only collect information that helps us provide effective advocacy and accurate information and advice.

3. How we use your information

We use your information to:

- Understand your situation and the support you need
- Help you prepare for meetings, appeals, or discussions with professionals
- Communicate with you about your case
- Represent your views when you ask us to

We will **never** share your information for marketing or non-advocacy purposes.

4. When we may share information

We will only share your information with others when:

- **You give clear consent**
- **We are legally required** to share information (for example, if ordered by a court)

- **There is a safeguarding concern**, meaning we believe a child, young person, or adult is at risk of harm. In these situations, we will share only what is necessary and, wherever possible, we will tell you before we do so.

5. How we store your information

We store information securely using password-protected systems and encrypted storage. We keep information only for as long as necessary to provide advocacy and meet legal requirements. After this, it is securely deleted or destroyed.

6. Your rights

You have the right to:

- Ask what information we hold about you
- Request corrections if anything is inaccurate
- Withdraw consent for us to share information
- Ask us to delete your information (unless we are legally required to keep it)

We will respond to these requests promptly and explain anything you are unsure about.

7. Working with children and young people

If a young person aged 16 or over is the primary client, we will respect their confidentiality and seek their consent before sharing information with parent carers, unless there is a safeguarding concern.

8. How to raise a concern

If you have any worries about how your information is handled, you can contact us directly. We will take your concern seriously and respond as quickly as possible.