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Privacy Policy

SEN Connect is committed to protecting your privacy and keeping your personal information safe.

1. INTRODUCTION

This privacy notice provides you with details of how we collect and process your personal data including through your use of our site www.senconnect.co.uk

By providing us with your data, you warrant to us that you are over 13 years of age.

Angela Harding is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

Contact Details:

Stacey Mitchell and Angela Harding

Email address: senconnect24@gmail.com

Postal address: No 3 Elmwood Park, CT10 3AP

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us.

How do we collect information?

We will obtain personal information from you when you enquire about our activities, sign up to our services or otherwise provide us with personal information.

What information do we collect?

The types of information collected might include names, e-mail address, postal address, telephone number, mobile numbers. We also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

Sensitive Data

We may also need to ask you about more sensitive personal data, if this is required to carry out our work and this may include for example any special educational needs or disability you or your child might have, health data, your race or ethnicity, and your religious or philosophical beliefs.

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We require your explicit consent for processing sensitive data, so when you submit your details, we will assume that all data you have provided for us confirms your consent to this processing.

How do we use this information?

We may collect data about you by you providing the data directly to us (for example by filling in forms on our site or by sending us emails/messages). We may automatically collect certain data from you as you use our website by using cookies and similar technologies.

We will use your personal information to provide you with the information you have requested and for administration purposes. We may ask to use your feedback or comments to promote our business.

We may also receive data from third parties, with your consent, such as specialist teachers, other professionals or therapists if for example, they have referred you into us.

We will use your personal data primarily to inform you or provide you in general, with the services/advice you have requested or enquired about, to carry out negotiations on your behalf and to prepare other documents on your behalf. We will also use your data to maintain our own financial accounts and records including to send you invoices for work done or to chase payment of such invoices, and for administrative purposes e.g. to enable us to communicate with you effectively.

Web Security

Customer's name, address, email address, phone number and details are stored on our secure systems, password protected laptop or encrypted memory sticks.

Will we disclose the information we collect to outside parties?

We will not share or pass on your personal data to a third party unless we:

- need to do so to complete your work/carry out our contractual duties towards you;
- are required to do so by law;

We may have to share your personal data with the parties set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.
- Lawyers (i.e. solicitor or barrister) or non-legal experts (e.g. head teachers; educational psychologists; Occupational Therapists; Speech and Language Therapists;) to obtain advice or assistance in your matter.
- Your local authority

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- The SEND Tribunal
- The Local Government and Social Care Ombudsman

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

We do not transfer your personal data outside the European Economic Area (EEA).

Data RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they stop being customers.

Client Rights

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent. You will need to put this in a written request by email or post.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

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All clients have the opportunity to advise us if they are not happy to have their data stored by SEN Connect, who will remove data if requested.

THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

Policy Adopted: 1 SEPTEMBER 2022