

Southend Educational Psychology Service Privacy Notice

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Introduction

This notice explains what personal information Southend Educational Psychology Service hold about you and/or your child and how we collect, use, dispose of and share this information. We collect this information to enable us to provide Educational Psychology services to children and young people, parents, educational settings and other professionals.

Southend on Sea City Council is the data controller for the information we have about you, this means we control how your personal information is processed and for what purposes.

This Privacy Notice explains how we use information about you and how we protect your privacy. We have a Data Protection officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at Dataprotection@southend.gov.uk or by calling 01702 215000 and asking to speak to the Data protection Officer.

What personal information do we collect?

Personal information can be any information which a living individual can be identified from. The information we collect includes:

- A child or young person's name and Date of Birth.
- Contact details such as address, telephone numbers and/or email addresses of parents / carers; school staff; other professionals involved in a child or young person's life.
- Special category data such as, but not limited to data concerning health.

How we use your personal information:

We use your personal information to:

- Undertake consultation with adults who work with the child or young person.
- Assess and advise on the most appropriate level of support or intervention for children, young people or educational setting.
- Work with the child or young person to gain an understanding of strengths and needs and/or provide therapeutic intervention.
- Support and deliver interventions, such as, but not limited to, Cognitive Behaviour Approaches, Video Interaction Guidance and training.
- Evaluate and quality assure the services we provide.
- Undertake research to help understand and improve the quality of education for children and young people. In the case of research that is published all information will be anonymised, unless explicit permission and informed consent is gained from participants.
- Actively engage in supervision (discussions with other psychologists and professionals) to maintain and develop our professional practice.

The lawful basis on which we use this information

- Our legal basis for using your personal data is consent.
- Our legal basis for using your special personal data is explicit consent

Who might we share personal information with?

We only share your information where we are permitted or required to by law, or where you have requested us to do so.

If asked to share data, Southend Educational Psychology Service will use their professional judgement to identify which information is appropriate and necessary to share with other professionals involved, in order to inform decision making and assessment.

The people we may share information with include:

- Educational Settings
- The Special Educational Needs Team
- Health Professionals – such as Pediatricians, Speech and Language Therapists, the Emotional Wellbeing Mental Health Service.
- Social Care / Virtual Schools Team
- Professional Supervisors (for example Video Interaction Guidance supervision).
- Law enforcement or other authorities if required by applicable law.

Where do we store the information?

Personal data is stored electronically on databases and on the council network. Any case file information held in paper format is stored in secure, lockable filing cabinets. In addition we:

- We have robust technical security such as passwords and information encryption
- We have 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.
- We establish robust procedures and contracts to extend these protections to any other person or organisations we made need to give your information to.

How long do we keep your personal information?

There's often a legal reason for keeping personal information for a set period of time. We will hold your personal information securely and retain it from the child /young person's date of birth until they reach the age of 25, after which the information is archived or securely destroyed in line with Southend City Council's retention schedules.

How do we ensure the information we have is correct?

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'll correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

Please let us know if your address, mobile phone, email address or other contact information changes so that we can keep this information up to date.

Your rights

Under GDPR you have rights which you can exercise free of charge which allow you to:

- Know what we are doing with your information and why we are doing it
- Ask to see what information we hold about you (subject access request)
- Ask us to correct any mistakes in the information we hold about you
- Object to direct marketing
- Make a complaint to the Information Commissioner's Office
- Withdraw consent at any time (if applicable)

Depending on our reason for using your information you may also be entitled to:

- Ask us to delete information we hold about you
- Have your information transferred electronically to yourself or to another organisation
- Object to decisions being made that significantly affect you
- Object to how we are using your information
- Stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties. Please note, your request may delay or prevent us delivering a service to you.

Who can you contact about data protection and your rights?

We have a Data Protection Officer at Southend City Council, who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at Dataprotection@southend.gov.uk or by calling 01702 215000 and asking to speak to the Data Protection Officer.

For 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) at: You can visit ico.org.uk or email casework@ico.org.uk

Alternatively you can write or telephone:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number