Privacy Policy for Service Users

SEND And You (www.sendandyou.org.uk)
Last updated: 19 March 2026

SEND And You ("we", "our", "us") is committed to protecting the privacy and personal data of all children, young people, parents, carers, and professionals who use our services. This Privacy Policy explains how we collect, use, store, and protect your information when you interact with us online, by phone, or in person.

We are an impartial, confidential, and free service offering information, advice, and support relating to Special Educational Needs and Disabilities (SEND).

1. Who We Are

SEND And You (SAY)
Website: **www.sendandyou.org.uk**
We operate as an independent SEND Information, Advice and Support (IAS) service.

We act as a **Data Controller**, meaning we decide how your personal data is used and stored.

If you have any questions about this policy or how your data is used, you can contact us at:

DPO@sendandyou.org.uk

2. What Personal Data We Collect

We only collect information that is necessary to provide our services. This may include:

Information you give us

- Name and contact details
- Your relationship to the child/young person
- Details about the child or young person (e.g., age, SEND needs, education setting)
- Information about your enquiry or case
- Copies of documents you choose to share with us (e.g., EHCPs, letters, reports)

Information collected automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and device information
- Pages viewed and time spent on the site
- Cookies (see section 10)

Special category data

We may process sensitive information, such as:

- Health or medical information
- Details about SEND needs
- Education and social care information

We only collect this data with your clear consent and only when necessary to support you.

3. How We Use Your Information

We use your personal data to:

- Provide SEND information, advice, and support
- Help you understand your rights and options
- Support communication with local authorities, schools, and other agencies (with your consent)
- Keep records of the support we provide
- Improve our services
- Meet legal, safeguarding, or funding requirements

We will **never** use your information for marketing unless you expressly opt in.

4. Lawful Bases for Processing

We rely on the following lawful bases under the UK GDPR:

- **Consent** – when you ask us to support you and agree to share information

- **Legitimate interest** – to monitor service quality and maintain case records
- **Legal obligation** – for safeguarding, funding audits, or regulatory requirements
- **Vital interests** – if someone is at risk of significant harm

5. How We Store and Protect Your Data

Your information is stored securely using encrypted systems.

We have strict controls to prevent:

- Unauthorised access
- Loss or misuse
- Disclosure without consent

Only authorised SEND And You staff and volunteers can access case information.

6. Who We Share Your Information With

We do **not** share your personal data unless:

- You give us clear permission to share it with a school, local authority, health professional, or other agency
- We are legally required to share it (e.g., safeguarding concerns)
- External auditors request anonymised information for funding and quality assurance

We **never** sell your data to third parties.

7. How Long We Keep Your Data

We keep case records for **up to 6 years** after your last contact with us, unless legal requirements require a longer period.

After this time, your data is securely deleted.

8. Your Rights

You have the right to:

- Access the personal data we hold about you
- Ask us to correct inaccurate information
- Request deletion of your data
- Withdraw consent at any time
- Restrict or object to our processing
- Request a copy of your data in a portable format

To exercise these rights, contact us using the details at the top of this policy.

If you are not satisfied with our response, you can contact the UK ICO (Information Commissioner's Office).

9. Children and Young People's Privacy

We offer direct support to young people.
Where appropriate, young people aged **16 or over** may give consent independently.
We will always act in the best interests of the child or young person.

10. Cookies and Website Tracking

Our website uses cookies to:

- Improve user experience
- Analyse website performance
- Remember your preferences

You can disable cookies in your browser settings.
For full details, see our **Cookie Policy**.

11. Changes to This Privacy Policy

We may update this policy occasionally to reflect changes in law or our services.
The latest version will always be posted on www.sendandyou.org.uk

12. Contact Us

For questions or data requests:

DPO@sendandyou.org.uk