

The General Data Protection Regulations (GDPR)



This booklet details how we protect the privacy and security of your personal information

Purpose of this booklet

Norfolk SEND Partnership is committed to protecting the privacy and security of your personal information. By personal information, we mean information which, by itself or with other data available to Norfolk SEND Partnership, can be used to identify you.

The General Data Protection Regulations (GDPR) amended the Data Protection Act 1998 and this booklet has been produced in compliance with the GDPR.

In summary, this privacy notice:

- Sets out how we promise to look after your personal information
- Describes how we collect, use and share your personal information
- Tells you about your privacy rights and how the law protects you

This privacy notice covers personal information we collect about:

- Visitors to our website
- People who use our services
- People who complain about any aspect of a service we provide

Who are we

Norfolk SEND Partnership is the “data controller” for the personal information held by Norfolk SEND Partnership. This means that we are responsible for deciding how we “process” (that is, collect, hold, use and disclose) your personal information.

Our address is Norfolk SEND Partnership, 148 Woodside Road, Norwich, NR7 9QL. Norfolk SEND Partnership Data Protection Officer (DPO) is Amy Pease.

The kind of information we hold about you and who provides it

Personal information can include, but is not limited to, your name, address, telephone number, date of birth, email address which may include electronic records, letters, and emails. It does not include anonymous information.

We may also hold more sensitive personal data known as “special categories” of data. This includes details of ethnic origin, religious beliefs, sexual orientation, and health data, but only if it relevant to the service we are providing to you.

What we use your personal information for

We use your personal information:

- For service requests
- To deal with complaints
- For evaluation feedback
- For newsletter distribution



How the law protects you and the legal basis for processing your information

The GDPR places a legal obligation on us to process your personal information in accordance with the following data protection principles in that your personal data must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as is necessary for the purposes we have told you about
- Kept securely

There must also be a lawful basis for processing personal information – a justifiable reason for us to collect, store, use and disclose your personal information. Our lawful basis for doing so will depend on what services we are providing to you. The basis for which we process your information will include:

- When you consent/agree to it. Norfolk SEND Partnership will tell you if processing some of your personal data is necessary to comply with a public task or to fulfil a legal duty or to fulfil a contract and is therefore optional. In these circumstances, we may ask for your consent to process it. The GDPR sets a high standard in relation to obtaining your consent to process your personal information. We have an obligation to ensure that when consent is required from you it is done so in a manner which is clear
- In order to fulfil the service users request and deliver the correct advice and information

Who we share your personal data with

Norfolk SEND Partnership will only share personal data where there is concern a child/young person or vulnerable adult is at risk. (Child Protection)

Your responsibility to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us. You can help us with this by:

- Telling us when any of your details change; and
- Telling us if any of the information we hold on you is wrong

How long we use your information for

We will only retain your personal information 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.

To work out the right retention period for personal data, we consider the following matters:

- The amount, nature, and sensitivity of the personal data
- The potential risk of harm from unauthorised use or disclosure of your personal data
- The purposes for which we process your personal data and whether we can achieve those purposes through other means, and
- Any legal or regulatory requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Once you no longer require services from us, we will retain and securely destroy your personal information in accordance with our data retention schedule.

Your rights under the GDPR

You have the following rights (but note, these rights do not apply in all circumstances):

- Your right to be informed about the processing of your personal information. This is the purpose of this notice.
- Your right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Your right to object to the processing of your personal data
- Your right to restrict processing of your personal information
- Your right to have your personal data erased subject to restrictions
- The right to move, copy or transfer your personal information ("data portability") in some circumstances
- Your right to request access to your personal information and information about how Norfolk SEND Partnership processes it
- Your right to withdraw any consent you have given for the processing of personal data at any time

Questions or complaints

If you have any questions about this privacy notice, how we handle your personal information, or you would like to make a complaint you can contact us at any time.

If you still unhappy you can write to the DPO at Norfolk County Council by letter, Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2DH or by email to dpo@norfolk.gov.uk.

Links to other websites

Norfolk SEND Partnership may provide links to other websites, we assume no responsibility for the content of these external websites accessed through ours, and it is suggested you take the time to read the privacy notices on the websites you visit before disclosing any personal information.

Changes to this privacy notice

We keep this privacy notice under regular review and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.





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If you need this in another format or language please contact us

Disclaimer: This is a guide and should not be treated as legal advice. Although SEND Partnership makes all reasonable efforts to ensure that the information contained in this booklet is accurate and up to date at the time of publication we cannot accept responsibility suffered as a consequence of any reliance placed upon it.

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