



Information Advice and Support Kent

A service for Special Educational Needs and Disabilities
Helping you to make informed choices

Shepway Centre, Oxford Road,
Maidstone, Kent, ME15 8AW

Office: 03000 412 412
Helpline: 03000 41 3000
Email: iask@kent.gov.uk
Website: www.iask.org.uk

Privacy Notice

Who are we?

Information, Advice and Support Kent (IASK) is a statutory service that offers confidential and impartial information, advice and support to families of children and young people with special educational needs or disabilities in Kent local authority area. To ensure our impartiality we work at 'arm's length' and independently from Kent County Council, this means that we have our own budget and steering management group which includes parents/young people. We follow the National Quality Standards for Information, Advice and Support Services and are supported by the National Information, Advice and Support Services Network and the Council for Disabled Children.

The personal information collected by us

Personal information is obtained when you contact us via telephone, email, or face to face. The information we collect is name, address and contact details, child/young person's date of birth, gender, parent/carers/callers name. We will ask your consent to record sensitive personal information such as ethnicity, special educational need and/or disabilities and physical or mental health. We also record education provision and any other information that will help us to provide a service to you. You do not have to provide this information to receive a service.

What are we doing with your information?

We will only use your personal information to provide services or information to you, or to create anonymised data for general reporting and statistical purposes. We will also use your personal information to obtain feedback from you about the service you have received from us, to help us develop and improve our service. We may also send you information about opportunities to feedback about local authority, health and social care services.

Reasons we can collect and use your personal information

We process data because it is necessary in order to comply with the local authority's legal obligations and to enable it to perform tasks carried out in the public interest. Section 32 of the Children and Families Act requires Local Authorities to provide information and advice to children, young people with a special educational need or disability, and also to their parents. We rely on '**consent**' as the lawful basis on which we collect and use your data about ethnicity and disability, and to send you our feedback survey and information about participation opportunities to give your views about local services.

Will we share your information with anyone else?

Unless we have your permission to do so, we will **not** share your personal information with any other organisations or individuals outside of IASK. The **only exception** would be where a failure to share your personal information would lead to a risk of significant harm to you or others.

How long your personal data will be kept

We keep personal information for 25 years from date of birth. If you receive a service from us from the age of 18, we will keep your personal information for 6 years from the last date we provided a service to you.

Website

We do not collect or store personal data on our website.

External Links to other websites: Information, Advice and Support Kent may provide links to other websites accessed through ours; We cannot be held responsible for any information you share on external links; We do put links to trusted websites, however, it is suggested you take the time to read the privacy notices on the websites you visit before disclosing any personal information.

Your rights

Under the General Data Protection Regulations (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 Requests)
- 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 (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.

For further information about your rights, including the circumstances in which they apply, [see the guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under GDPR](#).

If you would like to exercise a right about information held by Information Advice and Support Kent please email iask@kent.gov.uk, telephone 03000 412 412 or write to IASK, Shepway Centre, Oxford Road, Maidstone, Kent ME15 8AW.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

To exercise your rights about services in KCC, please contact the Information Resilience and Transparency Team at data.protection@kent.gov.uk, or if you have a complaint about why your information has been collected, how it has been used or how long it is kept for. You can contact KCC Data Protection Officer, Benjamin Watts, at dpo@kent.gov.uk, or write to: Data Protection Officer, Sessions House, Maidstone, Kent ME14 1XQ.

GDPR also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the [Information Commissioner](#) who may be contacted on 03031 231113.

Date reviewed January 2024

Date of next review January 2025