



## SEIN Data Privacy Policy

### 1. Introduction

This privacy notice outlines how SEIN (Supporting Education, Inclusion & Nurture) collects, uses, stores, and shares your information. We are committed to protecting the privacy and security of the personal data we process, especially when supporting children and young people in education.

SEIN acts as the Data Controller for the personal data we collect. We are responsible for determining the purposes and means of processing personal data in accordance with UK GDPR and the Data Protection Act 2018.

This notice applies when you:

- Visit our website or any related platforms
- Engage with us in person, online, or through referrals
- Receive services from SEIN as a parent, guardian, school, or local authority representative

For any questions, please contact: [asksein@outlook.com](mailto:asksein@outlook.com)

### 2. What Information We Collect

We may collect the following:

- Personal Information: Name, contact details, school/educational setting, guardian details, SEN status, EHCPs, behavioural notes, and educational progress.
- Sensitive Information: Health or safeguarding data (only when legally required or with consent).
- Technical Data: IP address, browser type, device information (if you use our website).
- Lesson Recordings: Online sessions may be recorded for quality assurance and safeguarding.

### 3. Why We Collect Your Information

We collect and process your information to:

- Deliver personalised and high-quality educational support
- Comply with our legal and contractual obligations to local authorities
- Maintain safeguarding standards



- Monitor attendance, engagement, and attainment
- Respond to referrals and manage service delivery
- Meet auditing and performance review requirements

#### **4. Legal Basis for Processing**

We rely on the following legal grounds:

- Consent (where required)
- Performance of a contract
- Legal obligation
- Vital interests, especially for safeguarding
- Legitimate interest (e.g. ensuring service quality)

#### **5. How Long We Keep Data**

- Pupil data is kept for 3 years after service completion, unless longer retention is required (e.g. for safeguarding or legal compliance).
- Lesson recordings are stored securely for up to 1 year, or longer if required due to safeguarding concerns.

#### **6. Sharing Your Information**

We only share data when necessary:

- With Staffordshire County Council for contract compliance
- With schools or referring agencies
- With safeguarding authorities when required
- With trusted data processors under strict data protection agreements

Third-Party Processors:

We may use trusted third-party service providers, such as secure cloud-based platforms or educational tools (e.g. Microsoft, Google Workspace, Zoom), to help us deliver our services. All third parties are subject to strict data processing agreements to ensure your data is protected.

We never sell your information.

#### **7. How We Protect Your Data**

- We use secure servers and encrypted storage
- Access is limited to authorised personnel only
- We follow best practices in line with GDPR and UK data protection laws



## 8. Your Rights

You have the right to:

- Access the data we hold about you
- Request correction or deletion
- Object to or restrict processing
- Withdraw consent (where applicable)

To exercise your rights, please contact us at: [asksein@outlook.com](mailto:asksein@outlook.com)

Supervisory Authority:

If you believe your data is being handled inappropriately or unlawfully, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

## 9. Website and Cookies

Our website may use cookies to enhance user experience and monitor site performance. You can adjust your browser settings to disable cookies.

## 10. Updates to This Policy

We may update this policy to stay compliant with legal or operational changes. The latest version will always be available on our website.

## 11. Contact Us

If you have questions or concerns, please contact:

SEIN (Supporting Education, Inclusion & Nurture)

Email: [asksein@outlook.com](mailto:asksein@outlook.com)