

## Professional Portal Privacy Notice

### Who are we?

Together for Children (TfC) delivers children's services on behalf of Sunderland City Council.

We hold information about the children, young people, parents and carers who we provide services to. We look after this information carefully, and we always work to comply with relevant data protection legislation.

### What records do we keep?

Information is collected about children, parents and/or carers using a Professional Portal and is recorded in the secure online system.

We collect this information about parents and carers:

- Name and address
- Date of birth
- Gender
- Whether they have parental responsibility for the child that they are providing information about or making the application on behalf of
- Their relationship to the child

Child or Young Person's (CYP) details:

- Name and address
- Date of birth
- Ethnic origin and first language
- The school or setting that the CYP attends
- Information in relation to the special educational needs of the CYP

### Why do we need this information?

We keep information about children and parents/carers so that we can:

- Information relating to any Education, Health and Care Needs Assessment (EHC)
- Information relating to Education, Health and Care Plan (EHCP) and the review of this plan.
- Information in relation to funding associated with the EHCP or personal budget approved
- Information in relation to request for mediation or appeals to the SEND Tribunal Service
- Produce statistics in relation to statutory returns requested by the Department for Education (DfE)
- Monitor and plan our services and inform around commissioning arrangements for specialist provision within the city

### What laws apply to the information we hold?

Together for Children will always have a lawful basis for using personal data.

We only request information that is required in line with Part 3 of the Children & Families Act 2014 regarding the special educational needs relating to a CYP learning difficulty or disability. This is used to determine whether an EHC Needs Assessment should be carried out and an EHCP issued.

We process the information as:

- We have a legal obligation to process the information and any decisions regarding this within a statutory timeframe of 20 weeks
- Parents, carers or guardians have agreed to an EHC Needs Assessment and the sharing and disclosure of information in line with requirement set out in the SEND Code of Practice 2015

The information you provide to us should be in line with statutory guidance set out in the SEND Regulations 2014 and SEND Code of Practice 2015.

### **What information do we share?**

We will only share information with other people or organisations in line with Regulations 17 and 47 of the SEND Regulations 2014 around disclosure of an EHCP.

Information shared by Tfc via the Capita Professional Portal with authenticated users will become the responsibility of the registered account holder, including access to the registered account. Where a generic email address is used and there are multiple users to this account, the management of this account is the responsibility of the registered person and in line with your organisation's Information Governance policy. Therefore, if a person with access to the registered generic account leaves the organisation or no longer requires access a change of password will be required to ensure no data breaches are experienced.

### **How long do we keep records?**

We will keep records in line with Tfc retention policy.

### **Rights over individuals' information**

Under data protection legislation, individuals who are parental responsibility or the young person themselves over 16 have the right to request access to the information we hold about them.

This will be made through a Subject Access Request and to make a request for personal information, please contact:

Access to Files Team  
Sunderland City Council  
City Hall  
Plater Way  
SUNDERLAND  
SR1 3AA

If you have a concern about the way we are collecting or using personal data, we request that you raise your concern with us in the first instance. You can contact Together for Children's Information Governance Officer, Jackie Weeks, on 0191 561 7926 or at [jackie.weeks@sunderland.gov.uk](mailto:jackie.weeks@sunderland.gov.uk).

The contact details of our Data Protection Officer are:

Data Protection Officer

Civic Centre

Burdon Road

Sunderland

SR2 7DN

Telephone: 0191 520 5555

Email: [data.protection@sunderland.gov.uk](mailto:data.protection@sunderland.gov.uk)

Alternatively, you can contact the Information Commissioner's Office at [www.co.org.uk/concerns/](http://www.co.org.uk/concerns/).