



General Data Protection Regulations (GDPR) Statement

1. Our Commitment to Data Protection

The Special Educational Needs and Disability Consultants Limited [The SEND Consultants Ltd] is committed to protecting the rights, privacy, and personal data of all clients in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We process personal and special category data lawfully, fairly, and transparently as part of our teaching, assessment, and diagnostic services for Specific Learning Difficulties (SpLDs).

2. Data Controller

The SEND Consultants Ltd acts as the Data Controller for all personal data we collect.

Contact details can be found in our Privacy Statement.

3. What Data We Process

We process the following categories of data:

- Personal identification data — name, date of birth, contact details
- Educational information — academic history, learning support records
- Health and diagnostic data — relevant medical history, previous assessments, diagnostic notes
- Assessment data — test results, observations, reports
- Administrative and financial data — invoices, funding information
- Communication records — emails, consent forms, service agreements

We only collect data necessary for delivering our services.

4. Lawful Bases for Processing

We process personal data under the following lawful bases:

- Consent — for assessments, sharing reports, and optional communications
- Contract — to provide teaching or diagnostic services
- Legal obligation — safeguarding, financial record-keeping
- Legitimate interests — internal administration and service improvement

For special category data (e.g., health or diagnostic information), we rely on:

- Explicit consent (Article 9(2)(a))
- Provision of health/diagnostic services (Article 9(2)(h))



5. How We Use Personal Data

We use data to:

- Provide SpLD teaching and support
- Conduct screening and full diagnostic assessments
- Produce reports and recommendations
- Communicate with clients, parents, and professionals
- Manage bookings, payments, and administration
- Meet safeguarding and regulatory obligations

We do not use personal data for marketing without explicit consent.

6. Data Sharing

We only share data when necessary and with your consent, except where legally required. Data may be shared with:

- Parents or guardians
- Schools, universities, or employers
- Funding bodies (e.g., DSA)
- Healthcare or educational professionals
- Safeguarding or regulatory authorities

We never sell personal data.

7. Data Storage and Security

We use secure systems to protect your data, including:

- Encrypted digital storage
- Password-protected devices
- Restricted access for authorised staff
- Secure cloud services compliant with UK GDPR
- Paper records (if used) are stored in locked facilities.

We retain data only for as long as necessary—typically 6 years when conducting adult assessments and when conducting assessments for children data is stored until the child reaches the age of 24 years, unless legal requirements specify otherwise.



8. International Transfers

We do not routinely transfer personal data outside the UK.

If international transfers are required (e.g., cloud storage providers), we ensure appropriate safeguards such as:

- UK adequacy regulations
- Standard Contractual Clauses (SCCs)
- Additional technical and organisational protections

9. Your GDPR Rights

Under UK GDPR, you have the right to:

- Access your data
- Request corrections
- Request deletion
- Restrict processing
- Object to processing
- Withdraw consent
- Data portability

Requests can be made in writing to our Data Protection Lead.

10. Data Breach Procedures

In the event of a data breach:

- We will assess the risk to individuals
- We will notify the ICO within 72 hours if required
- We will inform affected individuals where there is a high risk to their rights or freedoms.

11. Complaints

If you have concerns about how your data is handled, you may:

- Contact our Data Protection Lead: **Daniel Speight**
- Escalate to the Information Commissioner's Office (ICO) if unresolved
- You may request guidance on raising a complaint.



12. Updates to This GDPR Statement

We may update this statement periodically to reflect legal or operational changes. The latest version will always be available on our website or upon request.