

SENAID Privacy Notice

Charity Name: SENAIID

Charity Number: 1205107

Last reviewed: 03.01.2026

SENAID is committed to protecting the privacy and personal data of the children, young people, families, professionals, volunteers, and partners we work with. This Privacy Notice explains how we collect, use, store, and protect personal information in line with data protection legislation.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and relevant safeguarding and charity governance requirements.

1. Who We Are

SENAID is a Charitable Incorporated Organisation (CIO) providing specialist SEND information, advice, advocacy, and educational support to children, young people, and families across the West Midlands. We also work closely with schools, local authorities, health services, and community partners.

SENAID is the data controller for the personal information we hold.

Contact details:

Email: support@senaid.co.uk

Telephone: 07386 219724

2. What Information We Collect

The personal information we collect depends on how you engage with SENAIID. This may include:

- Names, addresses, email addresses, and telephone numbers
- Dates of birth and family composition

- Education information, including SEN support, EHCP processes, and school placement
- Information relating to health, disability, and SEND needs
- Professional reports, correspondence, and assessments
- Case notes, support plans, and records of contact
- Volunteer, student, or employment-related information
- Information submitted via our website contact or referral forms

We only collect information that is relevant and necessary for our work.

3. Special Category Information

Much of SENAID's work involves special category personal data, including information about health, disability, and additional needs.

We process this information only where it is necessary to provide support, where explicit consent has been given, or where there is a legal or safeguarding basis to do so. Enhanced safeguards are in place to protect this information.

4. How We Use Personal Information

We use personal information to:

- Provide SEND advice, advocacy, and support services
- Assess needs and plan appropriate interventions
- Communicate with families, professionals, and partner organisations
- Maintain accurate case records and service logs
- Fulfil safeguarding duties
- Meet legal, regulatory, and funding requirements
- Manage volunteers, students, and staff
- Improve the quality and effectiveness of our services

We do not use personal information for commercial marketing purposes.

5. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent
- Legitimate interests in delivering charitable services
- Legal obligation
- Public task
- Vital interests (particularly in safeguarding contexts)

6. Information Sharing

We may share information, where necessary and appropriate, with:

- Schools and education providers
- Local authorities and SEND services
- Health and social care professionals
- Safeguarding agencies
- Funding bodies (normally in anonymised or aggregated form)

Information is shared on a need-to-know basis only, and we do not sell or misuse personal data.

7. Data Storage and Security

SENAID takes appropriate measures to protect personal data, including:

- Secure digital systems and restricted access
- Password protection and encrypted devices
- Staff, volunteer, and student training on data protection

- Clear internal procedures for handling information

We retain personal data only for as long as necessary and in line with legal, safeguarding, and funding requirements.

8. Data Retention

Retention periods vary depending on the type of information held. Case records, safeguarding information, and volunteer or student records are retained in line with statutory guidance and best practice, after which they are securely deleted.

9. Your Rights

Under data protection law, individuals have the right to:

- Access their personal data
- Request correction of inaccurate or incomplete information
- Request erasure of data, where applicable
- Restrict or object to processing
- Withdraw consent where processing is based on consent
- Raise concerns with the Information Commissioner's Office (ICO)

Requests should be made in writing to support@senaid.co.uk.

10. Safeguarding

In certain circumstances, SENAIID may share information without consent where this is necessary to protect a child, young person, or vulnerable adult, or where required by law.

11. Website Use

Our website may collect limited technical information to support functionality and improve user experience. Cookies can be managed through browser settings.

12. Changes to This Notice

This Privacy Notice is reviewed regularly and may be updated. The most current version will always be available on our website.

13. Further Information

If you have any questions about how SENAIID handles personal data, please contact us using the details above.