

Wolverhampton Information, Advice and Support Service

Privacy Policy

Your data

Your right to privacy is very important to us and we recognise that, when we collect, use, or store your personal data, you should be able to trust us to act in a responsible manner. This Privacy Policy tells you what you can expect when we process your data, and what your rights are. It should be read in conjunction with our Impartiality Policy and Confidentiality Policy.

Why we collect data

We primarily provide information, advice and support for parents, carers and young people on matters relating to Special Educational Needs or Disability (SEND) from birth to 25 years.

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 ask for your consent to store your personal information (securely, under data protection legislation) and you may give this consent verbally. You have the right to withdraw this consent at any time. You can ask us to delete your personal information at any time.

How we collect data

Your data may be collected in various ways, including:

- Verbally
- Paper
- Telephone
- Email
- Online E-Bulletin registration
- Online Contact form

Data may be collected directly from you or data about you may be gathered from other sources with your permission. Data we obtain will be captured and stored in our systems for the purpose(s) specified.

Managing personal data

We are responsible for managing the information we hold and we recognise that this information is important to you. We take our responsibilities seriously and use personal information fairly, correctly and safely in line with the legal requirements set out by the General Data Protection Regulations (GDPR). If you would like to know more about how we look after your personal information, or would like to request a copy of the personal information that we hold about you, you can contact us:

by phone: 01902 556945

by email: ias.service@wolverhampton.gov.uk

by post: Wolverhampton Information, Advice and Support Service, The Gem Centre, Neachells Lane, Wednesfield, Wolverhampton WV11 3PG

How we will use your personal data

We will use your personal information for a limited number of purposes and always in line with our responsibilities, where there is a legal basis to do so, and in line with your rights under the GDPR. When we collect personal data from you, we will only use it to provide services you have requested or require. We will not collect any personal data from you that we do not need.

We will use the information you provide in order to:

- Deliver our services and understand your needs
- Maintain and update your customer records or contact details
- Contact you when necessary
- Obtain your opinion and feedback about the services we provide
- Ensure that we fulfil our legal obligations

Will we share your information with anyone else?

No. Unless we have your permission to do so, we won't share your personal information with any organisations or individuals outside of IASS. 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.

Can you see the information we hold about you?

Yes, you can ask to see the personal information that IASS holds about you and you can choose to receive that personal information in paper or electronic form. You have the right to ask us to correct any inaccuracies in the personal information that we hold about you and you can also choose to reuse your personal information for your own use, e.g. give it to another organisation.

The types of information we collect via our website

E-bulletin registration: we will collect your e-mail address. We ask for your consent to use this information to contact you. This is collected via City of Wolverhampton Council. Please refer to the City of Wolverhampton Council privacy policy for full details.

Contact form: we will collect your name, address, email address and other details. By ticking the box on the contact form you give your consent for us to hold your details and to contact you.

Third party websites and social media platforms

Our website may link to third parties. We are not responsible for their practices or privacy policies.

Third party social media platforms may collect types of data such as cookies and web traffic data. Please see their privacy policies for full details.

Reviewed March 2025

