

Parent / Carer Privacy Notice

Welcome

Children, young people and families trust us with important personal information.

This Privacy Notice explains:

- what information we collect
- why we collect it, and what allows us to do so lawfully
- who we share it with
- how long we keep it
- your rights, and how to raise a concern

We aim to explain this clearly and openly. If anything is unclear, please ask.

Who We Are

Futures in Mind provides educational psychology and related services for children, young people, families, schools and organisations. We are the **data controller** for the personal information described in this notice, meaning we decide how and why it is used.

Registered address: Eventus, Sunderland Road, Market Deeping, P'borough, PE6 8FD
ICO registration number: **ZA244487**

Our approach to information governance reflects our wider organisational values.

- **Relationships:** We communicate openly about how information is used and seek to build trust through transparency.
 - **Respect:** We are committed to protecting privacy and treating personal information respectfully.
 - **Collaboration:** We share information appropriately to improve outcomes for children and young people.
 - **Integrity:** We maintain accurate, objective and secure records.
 - **Inclusion:** We provide accessible information that can be understood by children, families and professionals.
 - **Equality:** We process information fairly and consistently, ensuring that individuals are treated with dignity and respect.
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How to Contact Us About Data Protection

For any question about how we use personal information, please contact us at enquiries@futuresinmind.org

Why We Collect Information

We collect information to help us:

- understand a child's strengths and needs
 - provide advice as appropriate for each registered practitioner
 - undertake assessments
 - prepare reports
 - support schools and families
 - safeguard children
 - meet our legal and professional responsibilities
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Our Legal Basis for Using Information

Data protection law requires us to have a lawful basis for using personal information, and an additional condition where the information is particularly sensitive (such as health information). Depending on the nature of the work, we rely on:

- **Consent** — for example, where a parent, carer or young person has agreed to a referral or assessment.
- **Contract** — where we are delivering a service that a school, local authority or family has commissioned from us.
- **Legal obligation** — where we must act to meet safeguarding, statutory or regulatory duties.
- **Legitimate interests** — where using information is necessary for our professional work and does not override your rights and interests.

Because we handle health and other special category information, we also rely on one or more of the following additional conditions: explicit consent; provision of health or social care treatment by a professional bound by a duty of confidentiality; or substantial public interest (for example, safeguarding of children). For the most part, we collect and retain personal data once explicit consent has been sought and received.

Where we rely on consent, you can withdraw it at any time — see 'Your Rights' below

What Information We May Collect

Depending upon the work being undertaken, this may include:

About your child

- name
- date of birth
- address
- school
- educational information
- assessment findings
- observations
- health information relevant to the work
- reports from other professionals

About parents or carers

- names
- contact details
- family information
- views shared during meetings
- relevant correspondence

Where Information Comes From

Information may come from:

- parents or carers
- children and young people
- schools
- early years settings
- local authorities
- health professionals
- previous reports
- direct assessment

How Children and Young People Are Involved

Where a child or young person is old enough and able to understand, we will explain to them, in an age-appropriate way, what information we hold and why. Where a young person has the maturity to make their own decisions about their information, we will take their views into account alongside those of their parents or carers.

Why We Use It

We use information to:

- understand needs
- plan support
- prepare professional reports
- communicate with families
- work with schools
- safeguard children
- improve outcomes

Who We Share Information With

Information may be shared, where appropriate, with:

- parents
- schools
- local authorities
- health professionals
- other professionals involved in supporting your child

We may also share information with organisations that provide services to us, such as *cloud storage services*. These organisations only act on our instructions and are required to keep information secure.

We only share information where there is a professional and lawful reason to do so.

Safeguarding

If we believe that a child or another person is at risk of harm, we may need to share information *without* seeking agreement first.

Protecting children will always take priority.

How Long We Keep Records

Professional records are normally retained until a child reaches 31 years of age, unless a longer period is required because of legal, safeguarding or contractual reasons.

This period reflects standard professional practice for records involving children: it allows time for a young person to reach adulthood and raise any query about their records, and covers the period during which a legal claim could reasonably be brought. After this time, records are securely destroyed.

Your Rights

You have the right to:

- understand how your information is used
- request access to information we hold about you or your child
- request correction of inaccuracies
- request erasure or restriction of information in certain circumstances
- object to certain uses of information
- request a copy of information you have provided to us, in a portable format, where this applies
- withdraw consent at any time, where we rely on consent — this will not affect anything already done
- make a complaint

Some rights may be limited where releasing information would adversely affect another person's rights or where legal exemptions apply.

If you are unhappy with how we have handled your information, please contact us first so we can try to put things right. You can also complain directly to the Information Commissioner's Office (ICO): ico.org.uk/make-a-complaint, or by phone on 0303 123 1113.

If You Choose Not to Share Information

Some information is essential for us to carry out an assessment or provide advice — for example, *e.g. a child's date of birth and relevant background/educational information, diagnoses, etc...* If this information is not provided, we may be unable to complete the work requested.

Contact

If you have any questions about this notice, please contact Futures in Mind: enquiries@futuresinmind.org

We will always try to answer your questions openly.