**SENDIASS Torbay General Data Protection Regulation (GDPR)**

This privacy policy sets out how SENDIASS Torbay uses and protects any information that you give to us.

SENDIASS Torbay is committed to ensuring that your privacy is protected. If we ask you to give us personal information when using the services, it will only be used in accordance with this privacy statement.

**This policy is effective from 25th May 2018.**

When you contact us via telephone, email, or by using our contact form on the website, or by registering for or attending a meeting or event organised by us:

We may collect the following information about you and your child: name, age of your child or young person, with their consent contact information including email address and phone number. Demographic information such as postcode, diversity and other information relevant to your enquiry. We may also keep notes for meetings and any paper work you have given us to support with your case

**What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons: Internal record keeping. We may use the information to improve our service by, for example, acting on the comments we receive on our service user evaluation forms.

We will ask for your permission before we add your details to our online data base. From time to time, we may also use your information to contact you for service user feedback. We may contact you by email, phone or post.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

If you have agreed to us logging your personal information, you may change your mind at any time by writing to or emailing us at: info@sendiasstorbay.org.uk

We will not sell, distribute or lease your personal information to third parties.

When you give us your permission. You may request details of personal information which we hold about you under the Data Protection Act 1998. In most cases no fee will be payable. If you would like a copy of the information held on you please contact us info@sendiasstorbay.org.uk

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites

**People who contact us via social media.**

If you send us a private or direct message via social media you will receive a response asking you to contact us via phone, email or by using our contact form.

**How to contact us**

If you want to request information about our privacy policy you can email us at

info@sendiasstorbay.org.uk or write to: Torbay Communty Developmant Trust. 4-8 Temperance Street, Torquay, TQ2 5PU