INCLUSIVE LEARNING SUPPORT (ILS)

GDPR & PRIVACY NOTICES

Version: 1.0

Organisation: Inclusive Learning Support (ILS)
Registered Office: Aylesham, Kent
Email: Info@ils-kent.co.uk

Approved By: Director
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DOCUMENT 1

PRIVACY NOTICE – CHILDREN, YOUNG PEOPLE & PARENTS/CARERS

1. Introduction

Inclusive Learning Support (ILS) respects your privacy and is committed to protecting the personal information of children, young people, parents, carers and families who use our services.

This Privacy Notice explains:

- What personal information we may collect.
- Why we collect and use it.
- How we protect it.
- Who we may share it with.
- How long we may keep it.
- Your rights under UK data protection law.
- How you can contact us about your information.

ILS will generally act as the **Data Controller** for personal information processed in connection with the services it provides, although responsibility may differ in certain circumstances depending on the nature of the service or contractual arrangement.

2. Information We May Collect

Depending on the services provided, ILS may collect information about children and young people including:

- Full name.
- Date of birth.
- Address and contact information.
- School or educational setting.
- Unique learner or identification information where relevant.
- Educational needs.
- SEND information.
- EHCP information.
- Attendance information.
- Learning assessments and progress information.
- Behaviour and wellbeing information relevant to support.
- Support plans.
- Risk assessments.
- Safeguarding information.

Parent and Carer Information

We may collect:

- Name.
- Contact details.
- Relationship to the child.
- Emergency contact information.
- Relevant consent or service information.
- Communications and correspondence relating to services.

Special Category Information

Where necessary and lawful, ILS may process special category information, including:

- Health information.
- Disability information.
- SEND information.
- Certain information concerning mental health.
- Relevant safeguarding information.

Such information will only be processed where there is an appropriate legal basis and condition under applicable data protection law.

3. Why We Use Your Information

ILS may use personal information to:

- Provide appropriate and personalised SEND support.
- Understand individual needs.
- Develop support plans.
- Deliver and monitor services.
- Monitor progress and outcomes.
- Communicate with parents and carers.
- Work appropriately with schools and other professionals.
- Safeguard children and young people.
- Manage referrals and assessments.
- Meet legal and contractual responsibilities.
- Maintain appropriate records.
- Improve the quality and effectiveness of our services.

4. Lawful Basis for Processing

ILS will identify an appropriate lawful basis before processing personal information.

Depending on the circumstances, this may include:

- Performance of a contract.
- Compliance with a legal obligation.
- Legitimate interests.
- Vital interests.
- Public task, where applicable.
- Consent, where appropriate.

Where special category information is processed, ILS will also identify an appropriate condition under Article 9 UK GDPR and any other applicable legal requirements.

Consent is not required for every type of processing. In particular, ILS may need to process or share information without consent where another lawful basis applies, including certain safeguarding or legal situations.

5. Information Sharing

Where lawful and necessary, ILS may share relevant information with:

- Parents and carers.
- Schools and colleges.

- Local authorities.
- Health professionals.
- Social care services.
- Safeguarding partners or agencies.
- Other professionals involved in supporting the child.
- Regulatory or statutory bodies where required.

ILS aims to ensure that information shared is:

- Lawful.
- Necessary.
- Relevant.
- Proportionate.
- Secure.

We will not routinely share more information than is necessary for the purpose.

6. Safeguarding and Information Sharing

The safety and welfare of children and young people is a fundamental responsibility of ILS.

Where there is a safeguarding concern, ILS may share relevant information without consent where this is legally permitted or required and where sharing is necessary and proportionate to protect a child or young person.

Safeguarding concerns will be handled in accordance with the ILS Safeguarding and Child Protection Policy and procedures.

7. How We Protect Information

ILS takes appropriate technical and organisational measures to protect personal information.

These may include:

- Secure digital systems.
- Password protection.
- Access controls.
- Multi-factor authentication where appropriate.
- Secure cloud storage.
- Confidentiality agreements.
- Staff and tutor data protection training.
- Secure paper record storage.
- Secure disposal of confidential information.

- Appropriate incident and breach procedures.

Access to personal information is restricted to people who have a legitimate need to access it.

8. How Long We Keep Information

ILS will retain personal information only for as long as necessary for the purpose for which it was collected and to meet applicable legal, contractual, safeguarding and financial requirements.

Our retention periods are determined by our **Data Retention Schedule** and relevant legal or contractual requirements.

When information is no longer required, it will be securely deleted, destroyed or otherwise disposed of.

9. Children's and Young People's Rights

ILS recognises that children and young people have data protection rights.

Depending on their age, understanding, circumstances and the applicable law, children and young people may be able to exercise rights relating to their personal information themselves.

We will take the child's rights, wishes, age, understanding and best interests into account when responding to requests.

10. Your Data Protection Rights

Depending on the circumstances, individuals may have the right to:

- Request access to personal information.
- Request correction of inaccurate information.
- Request deletion where applicable.
- Request restriction of processing.
- Object to certain processing.
- Request data portability where applicable.
- Withdraw consent where processing is based on consent.
- Raise a concern or make a complaint.

Some rights are subject to legal conditions and exemptions.

Requests or questions about personal information should be sent to:

Email: Info@ils-kent.co.uk

11. Complaints

If you are unhappy about the way ILS has handled your personal information, we encourage you to contact us first so that we can investigate and respond appropriately.

You also have the right to complain to the **Information Commissioner's Office (ICO)**.

12. Contact

Inclusive Learning Support (ILS)
Registered Office: Aylesham, Kent
Email: Info@ils-kent.co.uk

DOCUMENT 2

STAFF & TUTOR PRIVACY NOTICE

1. Purpose

This Privacy Notice explains how ILS processes personal information relating to employees, freelance tutors, contractors, volunteers and other individuals working on behalf of ILS.

2. Information We May Collect

Depending on the individual's role, ILS may collect:

- Name and contact details.
- Identity information.
- Right-to-work information.
- DBS and safeguarding-check information where applicable.
- Qualifications and professional experience.
- Employment or engagement history.
- References.
- Training records.
- Contractual information.
- Payment or payroll information.
- Performance and supervision records.
- Relevant health and safety information.
- Information required to meet legal or contractual obligations.

ILS will only collect information that is relevant and necessary for legitimate business, safeguarding, legal or contractual purposes.

3. Why We Process Staff Information

ILS may use staff and tutor information to:

- Recruit and engage workers.
- Complete appropriate safeguarding checks.
- Confirm qualifications and suitability.
- Manage contracts and engagements.
- Make payments.
- Provide training and supervision.
- Manage performance where appropriate.
- Meet legal and regulatory requirements.

- Maintain safeguarding and compliance records.
- Protect children and young people.
- Maintain appropriate business records.

4. Information Sharing

Where necessary and lawful, information may be shared with:

- Payroll providers.
- HR or professional advisers.
- DBS or other checking services.
- Government or statutory bodies.
- Schools or commissioning organisations where appropriate.
- Safeguarding agencies where legally required or permitted.

ILS will only share information that is necessary and appropriate for the relevant purpose.

5. Security

Staff and tutor information will be stored securely and access will be restricted to authorised individuals.

ILS expects all staff and freelance workers to maintain confidentiality and follow its data protection and information security procedures.

6. Staff and Tutor Rights

Depending on the circumstances, individuals may have rights to:

- Access their personal information.
- Request correction of inaccurate information.
- Request restriction or deletion where applicable.
- Object to certain processing.
- Withdraw consent where consent is the lawful basis.
- Raise a data protection concern or complaint.

Requests should be sent to:

Info@ils-kent.co.uk

DOCUMENT 3

WEBSITE PRIVACY & COOKIES NOTICE

1. Introduction

This notice explains how Inclusive Learning Support (ILS) may process personal information when you visit or use the ILS website.

2. Information We May Collect

Depending on how you use our website, we may collect:

- Information submitted through contact or enquiry forms.
- Name and contact details.
- Details contained within enquiries.
- Technical information.
- Information about how the website is used.
- Information collected through cookies or similar technologies where applicable.

We do not ask website visitors to provide more personal information than is necessary for the relevant purpose.

3. How We Use Website Information

We may use information to:

- Respond to enquiries.
- Provide information about ILS services.
- Respond to requests.
- Maintain website security.
- Improve website functionality.
- Understand how visitors use our website.
- Improve our services and user experience.

4. Cookies

The ILS website may use cookies or similar technologies.

Cookies may be used for purposes such as:

- Website functionality.
- Security.
- Remembering preferences.
- Understanding website usage.

- Improving website performance.

Where applicable, non-essential cookies will only be used in accordance with applicable privacy and electronic communications requirements.

You may be able to control or delete cookies through your browser settings.

Further information may be provided through the website's Cookie Notice or cookie preference tool where applicable.

5. Third-Party Services

The ILS website may use third-party services such as website hosting, analytics, forms, payment providers or other technology services.

Where third parties process personal information on behalf of ILS, we will take appropriate steps to ensure that processing is carried out in accordance with applicable data protection requirements.

6. Website Security

ILS takes reasonable measures to protect information submitted through its website.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

7. Your Rights

Depending on the circumstances, you may have rights under UK data protection law, including rights to:

- Access your personal information.
- Correct inaccurate information.
- Request deletion where applicable.
- Restrict processing.
- Object to certain processing.

- Withdraw consent where consent is the lawful basis.

Requests should be sent to:

Info@ils-kent.co.uk

8. Contact

For questions about this Website Privacy Notice or how ILS handles personal information:

Inclusive Learning Support (ILS)
Registered Office: Aylesham, Kent
Email: Info@ils-kent.co.uk

APPROVAL

Approved by: Neo Matsoso-Ndlovu

Position: Director

Signature: NMN

Date: 09/09/2026

Next Review Date: September 2027