

Introduction

Understanding Differences is a private coaching business offering one to one coaching for children.

What are your rights?

The Data Protection Act 1998 gives individuals the right to access the personal data which organisations hold about them, subject to certain exemptions. Requests for data are known as subject access requests.

Exemptions

Understanding Differences could refuse a subject access request based on, such situations including (but not exclusive of):

- The release of the data would jeopardise the prevention or detection of crime, or the apprehension or prosecution of offenders;
- The release of data would potentially place a child's welfare at risk
- The data is covered by legal professional privilege.

If Understanding Differences withholds data from you because of an exemption under the Data Protection Act, we will explain why the data have been withheld and the relevant exemption, unless doing so would itself disclose information which would be subject to the exemption.

The Data Protection Act allows us to refuse to provide you with a copy of your data if the effort in doing so would be disproportionate, or if the same or similar data have already been provided to you and a reasonable interval has not elapsed since your previous subject access request.

We have to protect the Data Protection rights and other legal rights of other individuals when we respond to subject access requests. Information which does not relate to you may be redacted (blacked out) or removed, particularly if it relates to other individuals. Sometimes we may not be able to release data relating to you because doing so would also reveal information about other persons who have not consented to their data being released, and it would not be reasonable in the circumstances to release the data without their consent. In such cases, you will be informed that data about you have been withheld and the reasons for doing so.

Understanding Differences will not consider the release or sharing of information about a child's treatments unless an adult holding parental responsibility has actively consented to this. In circumstances where there is any question about the legal responsibility of a parent, consent from both parents will be requested to release information.

In some circumstances a client or parent of a client will require that we share the information from the coaching session with a professional third party, for instance a

solicitor, lawyer, social services or the child's educational facility. These requests are managed on an individual basis and firstly take account of our insurance and legal requirements, parental responsibility and our requirements to safeguard the children and young people we work with.

The only exception to this is in the circumstances where it is:

- Deemed that a client has a risk to their own health, or the health of another in which case relevant parties would be contacted, where possible with the consent of the client involved.
- If during my contact time with a client I become aware that there is a safeguarding risk to either the client or another person, I will contact the relevant parties dependent on the situation.
- Where I am required to comply with legal requirements (e.g. a court order)

Storage of child data

Child data for those under the age of 18 years is kept for a period of 5 years after the child turns 18, unless otherwise specified by the parents in writing and only then on legal advice.

Subject Access Requests

Subject Access Requests must be made in writing. When completing the subject access request, please be as specific as possible about the information which you want access to, as this will assist us in processing your request.

We will send you an acknowledgement of your request as soon as possible. This will indicate the deadline by when we will send you a response. We may also ask you to provide further information or clarification if we require it to process your request, and may contact you again for additional information or clarification if necessary.

Information shared will be posted by signed delivery to the required address. Information will not be provided by email.

Requesting your information:

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable. This fee will not exceed £10, or the prevailing statutory maximum. If you would like a copy of the information held on you, please write to:

Donna Nevill (Owner) - understanding-differences-coaching.co.uk

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