

Privacy Notice

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Educational Psychology (EP) Casework and Related Involvement

This information sheet is intended for the school/organisation's key contact, the parent/s or person with legal responsibility for a child/young person and young people/adults 13 years or over, where this is appropriate. The purpose of this notice is to explain what data is held, why it is processed, how it is protected and the rights available to individuals.

Children over 13 years and for adult subjects of casework, additional support may be needed to understand the language and/or implications of this information. If this is the case, contact your assigned practitioner within the Waite Psychology Team or Jennifer Waite (Managing Director) by emailing jennifer@waitepsychology.co.uk or by phoning [07702 068 694](tel:07702068694).

The purpose of this sheet is to explain:

- What personal and sensitive data is held by Waite Psychology Ltd.
- How you can get a copy of your data.
- The processes put in place by Waite Psychology Ltd to keep your data safe.

Consent (to carry out casework and related functions)

Consent to complete casework and/or related Educational Psychology (EP) or Specialist Teacher work is contained within the "Request for EP Involvement" form/s. Casework cannot take place without the appropriate consent. Consent is given by the parent or person with legal parental responsibility for the child or young person (CYP). Consent may be given by the adult subject of casework or young people aged 13 or above, where appropriate. Consent for involvement is separate from the lawful basis relied upon for processing and retaining personal information.

To carry out the necessary functions associated with the casework requested:

- *Waite Psychology Ltd needs to retain and process personal data from the school/organisation who wants the casework to happen and have commissioned that casework.*

- *The EP or Specialist Teacher assigned to complete the casework on behalf of Waite Psychology Ltd needs to hold and process sensitive personal data.*

Data Protection

Waite Psychology Ltd is registered with the Information Commissioner's Office (ICO) and processes personal information in accordance with UK GDPR and the Data Protection Act 2018. The service and employees/associates process and retain personal information in line with the regulation and requirements of Data Protection Act 1998 and regarding General Data Protection Regulations.

Lawful Basis For Data Processing – The EP Casework

Waite Psychology Ltd processes personal information for the purpose of delivering educational psychology and other specialist support services to children, young people, families, schools, Local Authorities, Virtual Schools and other partner agencies.

The EP or Specialist Teacher works with the school or commissioning organisation to fulfil contractual obligations, alongside the parent, person with parental responsibility, adult service user or young person who has provided consent for involvement. The child or young person who is the subject of the casework remains central to this process.

In agreeing support and providing consent for involvement, the commissioning organisation and/or individual is entering into an agreement with Waite Psychology Ltd for the provision of professional services. To fulfil this agreement and deliver an effective service, Waite Psychology Ltd needs to collect, use, store and process personal information in order to understand a child or young person's strengths, needs and circumstances, make informed professional recommendations and maintain an accurate record of involvement.

Processing may be undertaken under one or more lawful bases under UK GDPR, including Contract, Legal Obligation, Public Task and Legitimate Interests, depending upon the nature of the work commissioned. Special category information, including health, SEND, safeguarding and Social Care information, may additionally be processed under relevant Article 9 UK GDPR conditions, including substantial public interest, safeguarding responsibilities, educational support provision and other legal conditions where applicable.

Waite Psychology Ltd processes only the information necessary to deliver services, fulfil professional and statutory responsibilities, support the education and wellbeing of children and young people, and protect the rights and interests of those receiving support.

What Personal Data Does Waite Psychology Ltd Hold?

The categories of CYP's information which Waite Psychology Ltd collect, hold and share include:

- Personal information (such as name, date of birth, gender, school attended, parent/s' contact details).
- Characteristics (such as ethnicity, language, nationality, country of birth and free school meal eligibility).
- Relevant information taken from school records (such as attendance data, assessment information, relevant medical information, special educational needs information, exclusions/behavioural information).
- Information gathered during consultations with staff from the referring organisation or family members of the CYP.
- Information gathered during observation and assessment of CYPs through the use of various processes and tools.
- Information gathered through various research methods (such as CYP's views about aspects of school, whole class group dynamics, group assessment information).

Classes of Sensitive Data

The assigned EP or Specialist Teacher will take extra care in holding and processing casework data. An assigned EP or Specialist Teacher assesses many areas of the casework subject's functioning, including their cognitive, social, emotional, behavioural and physical functioning and gathers information concerning their health and family background and work completed by other professionals, such as through Social Workers, Paediatricians, Speech and Language Therapists, etc.

An assigned EP or Specialist Teacher will not take more data than is required to carry out the casework requested, but they do need to access a range of data

to fully understand the concerns and to assess and recommend how to improve the situation.

The assigned EP is a health professional and is subject to a duty of confidentiality. The assigned EP is registered by the Health and Care Professions Council (HCPC) and is entitled to practise under the title "Educational and Child Psychologist" (Assistant EPs are covered under the umbrella of Waite Psychology Ltd). The assigned Specialist Teacher has the relevant qualifications within their specialist area/s and is also subject to a duty of confidentiality.

Sensitive data may include:

- Physical or mental health details.
- Sexual life.
- Racial or ethnic group.
- Religious or other belief of a similar nature.
- Offences or alleged offences.

Working with Looked After Children and Vulnerable Children

Information relating to Looked After Children, Previously Looked After Children and vulnerable children is treated as highly confidential. Access is restricted to authorised personnel and sharing occurs only where there is a lawful basis and professional need.

Confidentiality and Security

Personal and sensitive personal information is held on behalf of Waite Psychology Ltd by the assigned Educational Psychologist (EP) or Specialist Teacher and other authorised personnel involved in the delivery of services. Information is typically held in the form of reports, consultation records, assessment materials, associated background documentation, correspondence and other records relevant to professional involvement. Information may be held electronically and, where necessary, in paper form.

All employees, Associate Assistant EPs, Associate EPs and Associate Specialist Teachers, consultants and contractors are bound by confidentiality obligations and are required to handle personal information in accordance with professional standards, data protection legislation and organisational policies.

Waite Psychology Ltd is committed to maintaining the confidentiality, integrity and security of personal information. Microsoft 365 Business is used as Waite Psychology's primary platform for email, correspondence, document management and information sharing. Employees are required to use approved organisational systems when handling work-related information.

Appropriate technical and organisational security measures are implemented to protect personal information against unauthorised access, loss, disclosure, alteration or destruction. These measures may include password protection, secure authentication processes, access controls, encryption where appropriate, anti-virus protection, software updates, secure cloud storage and system back-ups.

Access to personal information is restricted to authorised individuals on a need-to-know basis. Information is shared only where there is a lawful basis and professional justification to do so.

Paper records containing personal or sensitive information are stored securely and, when no longer required, are destroyed through an approved confidential shredding service. Certificates of destruction are retained by Waite Psychology Ltd as evidence of secure disposal and compliance with data protection requirements.

Employees, Associate Assistant EPs, Associate EPs and Associate Specialist Teachers, consultants and contractors are required to report any actual or suspected data security incident, confidentiality breach or personal data breach immediately to the Data Protection Lead.

Why We Collect and Use Personal and Sensitive Information

Information is collected to undertake assessments, identify strengths and additional needs, provide consultation, support intervention planning and enable educational psychology and specialist support services to be delivered effectively.

Information is also processed to fulfil contractual and professional responsibilities to the individual, family, school, Local Authority, Virtual School or other organisation commissioning the service, and to support informed decision-making regarding a child or young person's education, wellbeing and development.

Records are retained as evidence of professional involvement and to enable practitioners to provide ongoing support, follow-up work, reviews, consultation and advice where required.

From time to time, information may also be gathered for service evaluation, quality assurance, research and school improvement purposes. Wherever possible, information used for these purposes will be anonymised or aggregated. Any use of identifiable personal information for research purposes will only take place where there is an appropriate lawful basis and, where required, explicit consent has been obtained.

Waite Psychology Ltd processes only the information necessary to deliver services, meet professional and legal responsibilities, support safeguarding and promote positive outcomes for children and young people.

Who Has Access to Personal and Sensitive Data?

Personal and sensitive personal information may be shared with schools, Local Authorities, Virtual Schools, NHS professionals, Social Care, legal representatives and other relevant agencies where there is a lawful basis and professional justification for doing so.

Information sharing forms an important part of EP or Specialist Teacher practice and may take place during the course of involvement, following completion of casework or as part of statutory, safeguarding or professional processes. Information will only be shared where it is necessary, proportionate and relevant to the purpose for which it is being disclosed.

Reports and professional documents produced by Waite Psychology Ltd are typically shared with the commissioning organisation and/or parent, person with parental responsibility, young people over 13 years old or adult service user. Once received, these individuals and organisations become responsible for storing and managing their copies securely. Original reports produced by Waite Psychology Ltd should not be altered or amended.

EPs or Specialist Teachers may communicate with other professionals involved in supporting a child or young person where this is necessary to fulfil the agreed aims of the involvement. Where proposed information sharing extends beyond what has previously been discussed, consented to or reasonably anticipated, the

assigned Educational Psychologist or Specialist Teacher will seek clarification and, where appropriate, obtain additional consent before proceeding.

Information may be shared with Local Authorities and NHS Services to support statutory processes, including requests for and reviews of Education, Health and Care Plans (EHCPs), assessments of special educational needs and other lawful educational processes.

Information may also be shared where there are safeguarding or child protection concerns, where disclosure is required to protect an individual from harm, where required by a court or legal process, or where there is another legal obligation to disclose information. In such circumstances, information may be shared without consent where permitted by law.

Waite Psychology Ltd is committed to ensuring that all information sharing is undertaken securely and in accordance with UK GDPR, the Data Protection Act 2018, professional standards, safeguarding responsibilities and Local Authority requirements.

Who Will Data Not Be Shared With?

No individual personal or sensitive personal data will be shared with any third-party businesses, companies or organisations for the purposes of direct marketing or any other business purposes. Personal information is not sold and is not shared with third parties for marketing purposes.

Usually, where research is completed, all personal identifying details are removed. No individual personal or sensitive information will be used or published for research purposes, unless there has been explicit and additional consent by the parent/person with legal responsibility and the school/organisation.

The assigned EP or Specialist Teacher follows the guidelines of the British Psychological Society (BPS) concerning research. Please see BPS "Code of Human Research Ethics (2014)". <https://www.bps.org.uk/news-and-policy/bps-code-human-research-ethics-2nd-edition-2014>

Information Storage

Personal and sensitive personal information is stored securely within approved systems operated by Waite Psychology Ltd, including Microsoft 365 Business.

Information may be stored within secure cloud environments and on authorised work devices used by employees and Associate Educational Psychologists.

Access to information is restricted to authorised personnel and controlled through password protection, user permissions and appropriate security measures. Devices used to access organisational information are protected through up-to-date security software, anti-virus protection and routine software updates. Information is backed up through approved systems to reduce the risk of data loss resulting from technical failure, loss or damage.

Employees, Associate Assistant EPs, Associate EPs and Associate Specialist Teachers, consultants and contractors are responsible for ensuring that devices containing personal information are secured when not in use and prevented from unauthorised access.

Paper records containing personal or sensitive information are stored in locked and secure facilities with access restricted to authorised personnel only. When no longer required, paper records are destroyed through an approved confidential shredding provider. Records of destruction, including certificates of shredding where applicable, are retained by Waite Psychology Ltd as evidence of secure disposal and compliance with data protection requirements.

Where personal information is transported or accessed away from the normal place of work, appropriate precautions must be taken to maintain confidentiality and security. Paper records must be kept secure and under the supervision of the authorised user at all times and should never be left unattended in vehicles or public places. Electronic devices should be protected from unauthorised viewing and access when used in public or shared environments.

Any actual or suspected personal data breach, loss of information or security incident must be reported immediately to the Data Protection Lead and managed in accordance with the Waite Psychology's Ltd's Personal Data Breach Response Procedure.

Reports and other professional documents produced by Waite Psychology Ltd are shared securely with the commissioning organisation, school, Local Authority, Virtual School, parent/carer or other authorised recipient as appropriate. Information is normally shared through approved secure systems, including Microsoft 365 Business

and secure document-sharing platforms, such as Egress, where required. Access to shared information is restricted to authorised individuals and commissioners may be provided with secure access to their own files and documentation.

Data Breaches

Waite Psychology Ltd maintains a Personal Data Breach Response Procedure. All suspected breaches are investigated. Where required under UK GDPR, the ICO will be notified within 72 hours of a reportable breach being identified and affected individuals informed where necessary.

Data Retention and Secure Disposal

Records are retained in accordance with professional, contractual, statutory and safeguarding requirements.

Educational Psychology and Specialist Teacher reports, consultation records and associated professional records are ordinarily retained for up to seven years following case closure. This reflects the potential need for follow-up work, reviews, statutory processes, professional enquiries and requests for information from families, schools, Local Authorities and other agencies involved in supporting children and young people.

Background information gathered to inform assessments, consultations and reports, including working notes, questionnaires, assessment materials and information provided by schools, families and other professionals, will normally be retained until 12 months after the end of the academic year in which the support was provided. This allows for clarification of reports, quality assurance activities, follow-up work and reasonable requests for information.

In some circumstances, information may be retained for longer where there is a legal, safeguarding, statutory or professional justification for doing so. This may include circumstances involving:

- Looked After Children or Previously Looked After Children.
- Education, Health and Care Plan (EHCP) processes.
- Ongoing safeguarding concerns.
- Legal proceedings or tribunals.

- Statutory reviews and assessments.
- Other circumstances where professional judgement indicates retention is necessary.

Where records are retained beyond the standard retention period, the reasons for retention will be documented and reviewed periodically to ensure information is not retained indefinitely without justification.

Assessment data and test results should be interpreted within the context of the time at which they were collected. Whilst reports may continue to provide valuable background information for future planning and decision-making, assessment outcomes may become less representative of a child or young person's current functioning as circumstances and development change over time.

Records are reviewed periodically and information that is no longer required is securely deleted or destroyed in accordance with Waite Psychology Ltd's Retention and Disposal Procedures.

Electronic records are permanently deleted from approved systems when they are no longer required. Paper records containing personal or sensitive information are securely destroyed through an approved confidential shredding provider. Records of destruction, including certificates of shredding where applicable, are retained by Waite Psychology Ltd as evidence of secure disposal and compliance with data protection requirements.

[Requests for Information and Subject Access Requests](#)

Individuals have the right to request access to personal information held about them by Waite Psychology Ltd.

Following professional involvement, requests for copies of reports, records or other information may be made by the subject of the casework, a parent or person with parental responsibility, a school representative, a Local Authority or another authorised professional where there is a lawful basis for disclosure.

Requests may arise for a variety of reasons, including:

- Supporting a transition to a new educational setting.
- Ongoing educational psychology involvement.

- Statutory assessment or EHCP processes.
- Further medical, therapeutic or professional involvement.
- Legal proceedings.
- Replacement of lost documentation.

Before information is released, Waite Psychology Ltd may require evidence of identity and authority to receive the information. This may include identity verification checks, security questions, confirmation of parental responsibility or evidence of consent from the individual concerned, where appropriate.

A Subject Access Request (SAR) is a request by an individual to obtain a copy of the personal information held about them. Where a valid Subject Access Request is received, individuals are entitled to:

- Be informed whether personal information about them is being processed.
- Receive a description of the information held.
- Understand how and why the information is being used.
- Be informed of any organisations with whom information has been shared, where appropriate.
- Receive a copy of the personal information held and, where applicable, information regarding the source of that information.

Subject Access Requests will be managed in accordance with UK GDPR and the Data Protection Act 2018. Requests will normally be responded to within one calendar month of receipt, although this period may be extended where permitted by legislation.

Information will only be disclosed where Waite Psychology Ltd is satisfied that the requester is entitled to receive it and that disclosure is lawful, appropriate and does not compromise the rights, safety or privacy of others.

Where a request for a report or other record is made after the applicable retention period has expired and the information has been securely destroyed in

accordance with this policy, the requester may be directed to the school, organisation, Local Authority or other agency that originally received a copy of the documentation, where appropriate.

Contact Details

If you have any queries, concerns or requests relating to data protection, information security, confidentiality or the handling of personal information by Waite Psychology Ltd, please contact your assigned EP or Specialist Teacher or:

Dr Jennifer Waite Managing Director and Data Protection Lead for Waite Psychology Ltd

Email: jennifer@waitepsychology.co.uk

Telephone: 07702 068694

Individuals also have the right to raise concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection and privacy matters.

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

Waite Psychology Ltd will seek to resolve any concerns regarding the handling of personal information promptly and fairly before escalation becomes necessary.

