

Pines Website Privacy Statement

This is the Privacy Statement for the Pines Team Highland website.

Please note that The Pines is an umbrella organisation, and different agencies under the umbrella have their own privacy notices. The Pines website offers information for families and professionals supporting neurodivergent children and young people in Highland.

The Pines assessment/training team is a separate part of the Pines team processes and stores personal information for children and young people with additional support needs. In practice, this can be things such as their name, their address, the school they attend, the type of additional need they have and the level of support they require in school. The privacy statement for this service can be seen at: [Privacy notices - Additional Support Needs | The Highland Council](#)

1. Our contact details

Name: The Pines

Address: Drummond Road, Inverness IV2 4NZ Phone Number: 01463 720 030 E-mail: the.pines@highland.gov.uk

2. The type of personal information we collect

The Pines assessment/training team are bound by the following privacy notice: [Privacy notices - Additional Support Needs | The Highland Council](#)

Separate to this, the Pines currently collect and process the following information for course booking: Your name, Your email address

3. Your consent

You are able to remove your consent at any time. You can do this by contacting The Pines.

4. How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- To answer your enquiry (by telephone or email) relating to neurodevelopmental support.
- To send a joining link for a training event

5. We use the information that you have given us in order to

Answer your enquiry or book a training event.

6. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Our legal basis, under the Data Protection legislation, for processing this personal information is that we are supporting substantial public interest in doing so (Article 9(2)(g) of GDPR) and also as part of the management of the health and social care system (article 9(2)(h)). We deliver Additional Support Services in order to provide an important service to the public, and the use of personal information is a necessary part of us doing that.

7. Find out more about your rights

- Who we share your information with:

We do not share your personal information. We record statistics on the number of training attendances.

- How long we hold your information

Personal information for course bookings will be stored in our systems for up to 5 years

- Automated processing

Your personal information is not subject to automated decision making or profiling

8. Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at The Pines, Drummond Road, Inverness IV2 4NZ the.pines@highland.gov.uk

- Data controller

The data controller for the Pines training/admin team is The Highland Council, Data Protection Officer, Highland Council Headquarters, Glenurquhart Road, Inverness, IV3 5NX, 01463 702029 dpo@highland.gov.uk

- Supervisory authority

If you are unhappy with the way we have processed your personal information you can contact the Information Commissioner: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113

9. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your organisation's contact details for data protection queries].

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Helpline number: 0303 123 1113. ICO website: <https://www.ico.org.uk>