



Nansa Privacy Statement for Service Users

At Nansa, we are committed to protecting your privacy and keeping your personal information safe. This statement explains how we collect, use, store, and share your information.

Who we are

Nansa is a registered charity that provides services and support for children, young people, and adults with special educational needs and/or disabilities, and their families.

The information we collect

When you join our services, we may collect:

- Your name, address, date of birth, and contact details
- Information about your health, support needs, and family circumstances
- Records of your communication with us
- Emergency contact details

We only collect what we need to provide you with safe and effective support.

How we use your information

We use your personal information to:

- Provide you with the services and support you have requested
- Keep you safe and meet our safeguarding responsibilities
- Contact you about your service or changes to it
- Monitor and improve the services we provide
- Meet our legal and contractual obligations

We will never use your information for marketing purposes without your consent.

Sharing your information

We may share your information with:

- Health, social care, or education professionals if needed for your support
- Regulators or safeguarding bodies if required by law
- Emergency services if there is an urgent risk to you or others



We will not share your information with anyone else without your consent, unless the law requires us to.

Storing your information

Your information is stored securely, whether on paper or electronically. We only keep it for as long as necessary to provide you with services, or as required by law.

Your rights

You have the right to:

- Ask to see the information we hold about you
- Ask us to correct anything that is wrong
- Ask us to delete your information (in some cases)
- Withdraw your consent, if we are relying on it
- Complain to the Information Commissioner's Office (ICO) if you are unhappy with how we use your data

Contact us

If you have any questions about this Privacy Statement or how we use your information, please contact us:

enquiries@nansa.org.uk

01603 414109