



Privacy Notice

1. Who We Are

Autism Mentors Ltd provides neurodiversity mentoring, carer support, and inclusion consultancy for children, young people, and adults across Oxfordshire and surrounding areas.

We are committed to protecting your privacy and ensuring that your personal data is handled fairly, lawfully, and securely in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Information We Collect

We may collect and process the following categories of personal data:

For clients and families:

- Name, date of birth, and contact details (phone, email, address)
- Information about neurodiversity, health, and educational needs
- Emergency contact and safeguarding information
- Session notes, progress reports, and support plans
- Communications between Autism Mentors, the client/family and other relevant professionals

For staff, mentors, and contractors:

- Name, address, contact details
- DBS checks, references, training records
- Payroll and invoicing information

- Emergency contact details
- Supervision and performance notes (if applicable)

We only collect data that is necessary for the delivery of our mentoring, care, and safeguarding services.

3. How We Use Your Information

We use your personal data to:

- Deliver tailored mentoring and care services
- Communicate with clients, families, and professionals
- Manage referrals, risk assessments, and safeguarding responsibilities
- Maintain accurate administrative and financial records
- Comply with legal and regulatory obligations (e.g. safeguarding, employment, HMRC)
- Improve our services through anonymised monitoring and evaluation

We will never sell or share your data for marketing purposes.

4. Legal Basis for Processing

We process personal data under the following lawful bases (UK GDPR Article 6 & 9):

- Consent – where you have given clear permission for us to use your data
- Contract – where processing is necessary to deliver a service or agreement
- Legal obligation – to comply with safeguarding, employment, or data protection law
- Vital interests – to protect someone's life or prevent significant harm
- Public task / legitimate interests – where we provide services commissioned by schools or local authorities

Sensitive (“special category”) data such as health or neurodevelopmental information is processed under:

- Article 9(2)(h) – for the provision of health or social care support
- Article 9(2)(g) – where necessary for safeguarding and public interest

5. Sharing Your Information

We only share personal data where necessary and proportionate, such as:

- With schools, local authorities, or health professionals directly involved in the person's support
- With safeguarding partners (e.g. MASH, LADO, OSCB) where there is a risk of harm
- With regulatory or legal authorities where required by law
- With payroll/accounting providers (for staff and contractors only)

All partners and contractors are required to comply with confidentiality agreements and UK GDPR.

6. How We Store and Protect Your Information

- All data is stored securely on encrypted, password-protected systems
- Paper records (if used) are stored in locked cabinets in restricted areas
- Access is limited to authorised staff and safeguarding leads only
- We regularly review cyber security and data protection controls
- Data is retained only for as long as necessary (see our Data Retention & Disposal Policy)

7. Data Retention

We retain information only for as long as it is needed:

- Client and safeguarding records: normally 6 years after the last contact
- Employee and contractor records: 6 years after leaving the organisation
- Financial records: 7 years (as required by HMRC)

After this period, records are securely deleted or destroyed in line with our Data Disposal Policy.

8. Your Data Protection Rights

You have the right to:

- Request access to your data (“subject access request”)
- Ask for corrections if information is inaccurate or incomplete
- Request erasure of data (“right to be forgotten”), where appropriate
- Object to or restrict processing in certain circumstances
- Withdraw consent where consent is the legal basis
- Complain to the Information Commissioner’s Office (ICO) if you have concerns about how your data has been handled

ICO Contact:

Information Commissioner’s Office


Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF


 0303 123 1113 |  www.ico.org.uk

9. How to Contact Us

If you have any questions or wish to exercise your rights under data protection law, please contact:

Michelle Wray – Director & Designated Safeguarding Lead

 dsl@autismmentors.co.uk

 07707 764876

Or by post to:

Autism Mentors Ltd

10 Beech Court, Hurst, Wokingham, RG10 0RU, United Kingdom

10. Updates to This Notice

This Privacy Notice is reviewed annually or when significant changes occur to legislation, company processes, or data handling practices. The most up-to-date version will always be available on our website.

Effective Date: 1st September 2025

Next Review Date: September 2026