



Privacy Policy

Effective Date: September 2025

Next Review: September 2026

Approved by: Directors of Autism Mentors Ltd

1. Introduction

Autism Mentors Ltd is committed to protecting the privacy and personal information of all individuals who use our services.

We provide specialist mentoring and carer support to neurodivergent children, young people, and adults, and we take our data protection responsibilities seriously.

This policy explains what information we collect, how we use it, how it is stored, and what rights individuals have under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Autism Mentors Ltd

Email: info@autismmentors.co.uk

Data Protection Lead: Michelle Wray (Director & DSL)

 dsl@autismmentors.co.uk |  07707 764876

Registered Office: [Insert business address]

Company Number: [Insert company number]

3. What Personal Data We Collect

We collect and process a range of personal data depending on the nature of your relationship with us.

a) For Clients and Families

- Name, date of birth, and contact details
- Emergency contact information
- Education and care plan details (EHCPs, school reports, etc.)
- Health and wellbeing information (where relevant to support)
- Safeguarding or risk information (where necessary to protect safety)
- Session notes and progress reports

b) For Staff, Consultants, and Applicants

- Name, address, contact details
- Employment history and references
- DBS and ID verification
- Training and supervision records
- Payroll and HR records

c) For Partner Organisations

- Professional contact information
- Correspondence and meeting records

We only collect information necessary to deliver safe, effective, and lawful services.

4. How We Use Personal Data

We process data to:

- Deliver mentoring and care services
- Safeguard children, young people, and adults at risk
- Communicate with families and professionals
- Manage staff, HR, and payroll functions
- Fulfil legal and contractual obligations
- Maintain accurate business and financial records
- Evaluate and improve our services

We do not use personal data for marketing or profiling.

5. Lawful Bases for Processing

We rely on one or more of the following lawful bases under UK GDPR:

- Consent – where you have given clear permission for us to process data.
- Contract – where processing is necessary to deliver our services.
- Legal Obligation – to comply with safeguarding, employment, and regulatory duties.
- Vital Interests – to protect life or prevent harm.
- Legitimate Interests – where processing is necessary for business operation and service improvement.

For special category (sensitive) data (e.g., health or safeguarding), we process under:

- Substantial public interest and protection of vital interests.

6. How We Store and Protect Data

We take the security of your information seriously.

- Electronic data is stored on encrypted, password-protected systems.
- Paper records are held in locked cabinets in secure offices.
- Access is limited to authorised personnel only.
- Emails and file transfers containing personal data are encrypted where necessary.
- All staff and contractors receive annual data protection and confidentiality training.

7. Data Retention

We keep personal information only as long as necessary and in line with our Data Protection and Disposal Policy.

Type of Record	Retention Period
Client and mentoring records	7 years after end of service
Safeguarding records	7 years minimum or as directed by OCC
HR and staff files	6 years post-employment
Financial and payroll records	7 years
General enquiries	12 months

After these periods, data is securely deleted or destroyed.

8. Sharing Personal Data

We may share information only when necessary and lawful, such as:

- With local authorities, schools, or healthcare professionals for safeguarding or service delivery
- With regulatory bodies (e.g., OCC, DBS, ICO) where required by law
- With emergency services if someone is at risk of harm

We will never share personal data for marketing or non-essential purposes.

All third-party partners must comply with UK GDPR and our data sharing agreements.

9. Data Subject Rights

Under the UK GDPR, you have the right to:

1. Be informed about how your data is used.
2. Access the data we hold about you.
3. Request correction of inaccurate or incomplete data.
4. Request deletion (“right to be forgotten”) in certain circumstances.
5. Restrict or object to processing.
6. Request a copy of your data in a portable format.
7. Withdraw consent at any time (where processing is based on consent).

Requests can be made by contacting dsl@autismmentors.co.uk.

We will respond within one month of receipt.

10. Data Breaches

If a data breach occurs (e.g., unauthorised access, loss, or misuse of personal data):

- It will be reported immediately to the Data Protection Lead (Michelle Wray).

- The breach will be investigated and recorded.
- The ICO and affected individuals will be informed within 72 hours where there is a risk to rights or freedoms.

11. Cookies and Website Data (if applicable)

Our website may use cookies for basic functionality and analytics.

We do not use cookies for targeted advertising or profiling.

Users can control or disable cookies through their browser settings.

12. International Data Transfers

We do not transfer personal data outside the UK.

If future systems require international transfers, we will ensure compliance with UK GDPR adequacy and safeguard requirements.

13. Complaints and Concerns

If you are unhappy with how we handle your data, please contact:

Data Protection Lead:

 dsl@autismmentors.co.uk

If concerns are not resolved, you have the right to complain to:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Helpline: 0303 123 1113

14. Policy Review

This policy will be reviewed annually or sooner if legislation or operational practices change.

Approved by:

Michelle Wray – Director & DSL

Elizabeth Carter – Director

Tracy Hinton – Director

Date: 05/09/2025

Next Review: September 2026