



PRIVACY POLICY

Insight Assessment Services Limited
("the Company", "we", "us", "our")

Company No: 08785944

Registered Office: C/O Krowe Limited, Grafton House, Bulls Head Yard, Alcester, Warwickshire, B49 5BX

ICO Registration: ZA037421

Data Controller: Insight Assessment Services Limited

Data Protection Contact: melinda@insightassessment.co.uk

1. Introduction

This Privacy Policy explains how the Company collects, uses, stores and shares personal data when providing social work assessments, safeguarding services, expert opinion, consultancy and related professional work ("Services").

The Company acts as a Data Controller and is committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Policy should be read alongside the Terms of Engagement, which set out retention periods, record-keeping practices and professional obligations.

2. The Personal Data We Collect

Because we work exclusively in child protection, safeguarding and family assessment, the Company will process highly sensitive personal data ("special category data") relating to:

2.1 Data about adults and parents/carers

- Name, contact details, address, date of birth
- Background information relevant to the assessment
- Health, mental health, disability or learning-needs information
- Substance misuse information
- Criminal history or police involvement
- Relationship and family-structure information
- Educational, employment and financial details where relevant
- Professional and agency records provided to us

2.2 Data about children

- Identity and contact details
- Developmental, educational and health information
- Observations, wishes and feelings
- Safeguarding and risk information
- Agency records concerning the child
- Family court and children's services documentation

2.3 Data provided by third parties

Including but not limited to:

- Local authorities
- Police
- CAFCASS
- Schools and nurseries
- Health professionals
- Legal representatives
- Family members or other agencies



2.4 Communications

- Emails, messages, notes of telephone calls
- Meeting records and professional correspondence

2.5 Reports and professional opinions

- Assessment notes
- Analysis and evaluation
- Draft and final reports
- Expert evidence

3. Lawful Bases for Processing

The Company processes personal data using the following lawful bases under Article 6 UK GDPR:

- Article 6(1)(b) – Necessary for the performance of a contract (Terms of Engagement)
- Article 6(1)(c) – Necessary to comply with legal obligations, including safeguarding and court duties
- Article 6(1)(e) – Performance of a task carried out in the public interest (safeguarding)
- Article 6(1)(f) – Legitimate interests (professional functioning of social work/expert services)

For special category data (Article 9):

- Article 9(2)(g) – Substantial public interest (safeguarding of children and vulnerable adults)
- Article 9(2)(h) – Provision of social care and health-related services
- Article 9(2)(f) – Necessary for the establishment, exercise or defence of legal claims
- Schedule 1, Part 2 DPA 2018 – Safeguarding of children and individuals at risk

4. How We Use Personal Data

We use personal data to:

- Conduct child protection and safeguarding assessments
- Carry out risk, viability and parenting assessments
- Provide expert evidence to courts
- Prepare reports and professional opinions
- Communicate with Clients and agencies
- Meet statutory duties to safeguard children
- Meet court orders and instructions
- Maintain accurate records of professional involvement
- Manage business functions including invoicing and legal compliance

We do not use personal data for marketing or unrelated purposes.

5. Information Sharing

We share personal data only where necessary and lawful, including with:

- Local authority children's services
- Police
- CAFCASS
- Courts and legal professionals
- Other professionals directly involved in the safeguarding process
- The Company's insurers or legal advisors where necessary
- The appointed Data and Records Executor if the Practitioner dies or becomes incapacitated (as described in the Terms of Engagement)

We do not sell or share personal data with third parties for marketing or unrelated commercial purposes.



6. Data Security

We use appropriate technical and organisational measures to keep data secure, including:

- Encrypted digital storage
- Restricted access and strong passwords
- Secure methods for sending reports and documents
- Locked storage for any paper records
- Secure destruction processes when data is no longer needed

Only authorised individuals (the Practitioner or appointed Data and Records Executor) have access to case records.

7. Data Retention

We follow the retention rules set out in the Terms of Engagement, namely:

- Records involving children are retained until the child's 24th birthday (six years after reaching 18), or
- Six (6) years from the conclusion of the work,

whichever is longer.

Where investigations, litigation, complaints or safeguarding concerns are active or reasonably foreseeable, data may be retained for longer to comply with legal obligations.

After the retention period expires, records are securely destroyed.

8. International Transfers

We do not routinely transfer personal data outside the UK.

If such a transfer becomes necessary (for example, where a secure cloud service is based overseas), we will ensure appropriate safeguards are in place in accordance with UK GDPR.

9. Your Data Protection Rights

Subject to certain conditions and exemptions, you may have the following rights:

- Right to be informed – about how your data is used
- Right of access – to request a copy of your personal data
- Right to rectification – to correct inaccurate or incomplete data
- Right to erasure – in certain circumstances (not where legal/safeguarding duties require retention)
- Right to restrict processing – in certain circumstances
- Right to object – where processing is based on legitimate interests or public task (subject to safeguarding/legal exceptions)
- Right to data portability – in limited circumstances
- Right not to be subject to automated decision-making – we do not use automated decision-making

Requests should be made in writing to:

melinda@insightassessment.co.uk

We may need to verify your identity before responding.

Some rights may be limited where:

- disclosure would create a safeguarding risk,
- another person's rights or confidentiality would be breached,
- legal, court or statutory restrictions apply.



10. Children's Data

The Company primarily processes children's data in the context of safeguarding and family proceedings.

Processing is usually carried out on legal, public-interest and safeguarding grounds, not solely on consent. This means we may process children's data even if a parent or carer does not consent, where required to protect a child or comply with a court or statutory duty.

11. Complaints

If you have concerns about how we handle personal data, please contact:

Insight Assessment Services Limited

Email: melinda@insightassessment.co.uk

If you are not satisfied with our response, you have the right to lodge a complaint with:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

12. Updates to This Policy

We may update this Privacy Policy from time to time, for example to reflect changes in law or practice.

The most recent version will be available on our website or supplied on request.