Privacy Policy

Northumberland PCF

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Postcodes
- Information about a child's disability or Special Educational Needs (SEN)
- Information about your experiences with local services.

How we get the personal information and why we have it

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

- To become a member of the Parent Carer Forum
- To find out about volunteer opportunities with the Parent Carer Forum
- To provide you with information on the current activities of the Northumberland Parent Carer Forum
- To provide you with updates from the Local Authority (LA) regarding SEND services.
- To plan for specific events and activities which benefit our members.
- To gather feedback from you on issues which may affect you. We work alongside the Local Authority with a view to helping make improvements to services.

This information is collected from:

- A membership joining form on our website.
- A volunteer sign-up form on our website.
- A call out through our social media with information provided to us by you through our email enquiries@npcf.co.uk
- A call out through partner organisations with information provided to us by you through our email enquiries@npcf.co.uk
- Event sign-up forms.

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

- Provide you with information on the current activities of the Northumberland Parent Carer Forum
- Provide you with updates from the Local Authority (LA) regarding SEND services.
- Plan for specific events and activities which benefit our members.
- Gather feedback from you on issues which may affect you. We work alongside the Local Authority with a view to helping make improvements to services.
- Ensure we are reaching parents and carers in all areas of Northumberland.
- Ensure we are reaching parents and carers in Northumberland who have children with a diverse range of needs.
- Ensure the ability to tailor some of the work the PCF does to meet the specific needs of parents and carers.

We will not share your personal information with anyone without your consent.

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

(a) **Your consent. You are able to remove your consent at any time. You can do this by contacting** enquiries@npcf.co.uk

(b) **We have a legitimate interest.**

How we store your personal information

Your sign-up (member or volunteer) information is securely stored in a password protected folder on password protected cloud-based storage. Only designated staff have access to this folder.

We keep your membership and/or volunteer sign up details for up to 5 years. We will then contact you to ask you if you would like to have your data removed. If requested, we will then dispose your information by deleting the data from our files.

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 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 enquiries@npcf.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@npcf.co.uk please also see our complaints policy

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

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