



## **Lancashire Parent Carer Forum Privacy Policy**

Lancashire Parent Carer Forum is committed to protecting your personal information and being transparent about what we do with it in accordance with our responsibilities.

### **The type of personal information we collect**

We may collect, store and process the following information:

- **About you:** Name, address, telephone numbers, email address, ethnicity, access requirements, meetings / workshops / events attended
- **About your child / children:** Date of birth, disability / special education need / education setting

### **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:

- Information that you provide by filling in forms. This includes information provided on membership forms and event booking forms completed in hardcopy or online.
- If you make an enquiry in person, by email, telephone, Facebook or Twitter we may keep a record of that correspondence.
- We may ask you to complete surveys/consultations that we use for evidence gathering and research.
- Details of any transactions you carry out with, including donations.
- Usage data for our website, email, Facebook and Twitter accounts.

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

- Administer our membership database, our own internal records
- Contact you in response to a specific enquiry
- Contact you via surveys / consultations
- Inform you of news, events, activities and resources
- Deliver services e.g. workshops and events
- Grow and maintain our membership with the aim of improving services for disabled children, young people and their families
- Promote the interests of Lancashire Parent Carer Forum

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

- It is necessary for our legitimate interests. We will always consider your interests, rights and freedoms
- the consent of the data subject (members and service users) so that we can keep you informed about news, events, activities and resources and to process donations, including gift aid



## Sharing your personal data

We will only use your information for the purposes for which it was obtained. We will not, under any circumstances, sell or share your personal information with any third party for their own purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

We will only share your data for the following purposes:

- Third party suppliers: We may need to share your information with data hosting providers or service providers who help us to deliver our services, projects. These providers will only act under our instruction and are subject to pre-contract scrutiny.
- Where legally required: We will comply with requests where disclosure is required by law, for example, we may disclose your personal information if there is a safeguarding issue or legal requirement to do so under legal or regulatory requirements. We will notify you before we do this unless we are not allowed to do so legally.

We always aim to ensure that personal information is only used by those third parties for lawful purposes in accordance with this Privacy Notice.

## Your rights and your personal data

You can contact us at any time ([chair@lancashireparentcarerforum.org.uk](mailto:chair@lancashireparentcarerforum.org.uk)) to:

- Request to see, change and delete the information we hold about you
- Change your personal preferences for receiving communications from us by post, email, phone or text

## Data security

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will take reasonable technical and organisational precautions to store, process and transport all personal information you provide in a secure manner.

## Further Processing

If we wish to use your personal data for a new purpose, not covered by this Notice, then we will contact you to seek your prior consent to the new processing.

## Changes to privacy notice

We reserve the right to update this privacy notice at any time. We may update this privacy policy by posting a new version on our website at any time. You should check this page occasionally to ensure you are familiar with any changes.



## 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 [chair@lancashireparentcarerforum.org.uk](mailto:chair@lancashireparentcarerforum.org.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 [chair@lancashireparentcarerforum.org.uk](mailto:chair@lancashireparentcarerforum.org.uk)

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>