



Bracknell Parent Carer Forum

Policies

Privacy Notice

Version	1
Date Reviewed	23 May 2022
Date Agreed by AGM (or SG)	N/A – internal only
Date for Next Review	March 2023

Thank you for trusting us with some information about you. We take that trust seriously and we want you to know how we use your information and why.

1. WHO IS HOLDING YOUR INFORMATION?

Name	Bracknell Parent Carer Forum
Company Registration Number if applicable	N/A
Email address	Bracknell.pcf@gmail.com
Data Retention Period(s)	Seven years for finance-related data, and until otherwise advised re newsletters and distribution lists
Card and payment processor (3rd party) names and their security policy links	N/A
Cookie policy	N/A – no current website
Third parties we share information with	None
Person responsible for data within our business: name and contact information	Sharon Ashmore-Mobbs, chair.bracknellpcf@gmail.com

Our data regulator contact details are: <https://ico.org.uk>

Date this Policy last updated 17 May 2022

2. WHOSE INFORMATION DO WE COLLECT?

We process information about:

"Volunteers"	contacts who support the work of the Forum;
"Members"	contacts who have consented to join our mailing list because they are parents or carers of a child or young person with SEND who is living or accessing services within Bracknell Forest;
"Friends"	contacts who are provide partner services to Forum members, and contacts who wish to stay updated with information on the activities of the Forum;

3. OUR POLICY

We promise respectful treatment of the personal information of everyone we have contact with. We want it to be simple and clear.

This Policy explains how we do that – when and why we collect information, how we use it, the situations when other people can see or use it, and how we keep it secure.

But just to set the scene in case you don't want to read through all the details just now, we can be clear up front: We don't sell, rent or trade email lists with anyone else.

SECTION A: FOR EVERYONE

Whoever you are, our intention is to use your information to make things work smoothly for you in your experience of dealing with us. If that's not how it turns out for you, please make sure to contact us. It's best to put things in writing, which you can do by emailing the address above.

We keep this Policy under regular review, and we may revise it as time goes on. Please check back here from time to time to make sure you've got the latest information.

A.1. OUR GENERAL APPROACH TO PERSONAL DATA

We're committed to protecting your privacy and honouring your legal rights to control how we use your personal data.

We only collect and use personal data when we need to

- because you have asked us to do something (for example, send you newsletters);
- so that we can reply to queries or complaints;
- to develop and manage our business relationships;
- to help grow our business and fulfil our contracts;
- to provide services to members;
- to calculate remuneration and expense payments to volunteers or service providers;
- to meet our legal obligations.

We try to make sure the information we hold is accurate and up to date and is no more than we need to have.

A.2. CATEGORIES OF DATA

The types of information that we will be processing depend on the nature of our relationship with you.

We may process information about you that you have yourself provided to us or published generally on the internet through social media or on other websites.

In all cases, we will have what identifying and communication information that is relevant and that we can sensibly obtain: that is, your name, email address, your phone number and, in the case of Friends of the Forum, the organisation you represent.

If you are or work for a supplier or a Volunteer undertaking work for the Forum, we will also keep records of our interactions, the work we have done for you or commissioned from you, the progress of work, and financial and accounting records.

If we are processing information about you purely because we are providing services to others. Please note that your rights may be subject to applicable exemptions.

If you have any questions or concerns about our use of your information, or how we have responded to any request about your personal data, please take it up in the first instance by emailing us at the above address.

If we can't sort it out, the official authority contact details are set out in the form above, and you can raise your concerns with them.

A.3. DOWNLOADS, NEWSLETTERS AND SERVICES

We monitor who opens what in our newsletter lists, and pre-set sequences of information we send you. We do this, so we can see if content is popular and generate more of it, or if it is not read.

There may be sub-routines that trigger if you click on links or articles. These are designed to offer you more information about things you are interested in.

You can unsubscribe from these sequences at any time.

Existing Members may receive emails about specific services. You can unsubscribe from these at any time.

We may use automations (little sequences of emails that start when you ask for something in particular) to send you the information you asked for, to send you products you have bought and to administer services you have subscribed to. A lot of our onboarding for new services is by emails that send you hints and tips and little videos on 'how to'. You can unsubscribe from these at any time, but they don't go on for that long and you might want to wait for all the information as most people find it useful.

We monitor who reads our mailing and automations, how many times, and which links you choose to use and read. We use this information to increase the content's level of interest and help us improve what we send. You can remove your information from this monitoring by disabling cookies on your website browser before opening emails from us.

A.4. SOCIAL MEDIA

We have an active presence on social media. If you are using social media they are holding and using your information in accordance with their data privacy policy.

If you 'like' any of our posts or 'follow' us or contact us on social media we keep a record of that. Your replies to us, messages you send us, and your other activity linked to our posts may be seen by members of our volunteers.

A.5. NO SALE OR EXCHANGE OF YOUR DATA

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for research or other purposes.

A.6. DATA LOCATION AND PLATFORMS

Like most small groups and businesses, we do not have any tailor-made software – we use mainstream packages for everything from our volunteer records, to email, to accounting.

This means that some of your data may be held in the EEA, and some may be held in services in the USA (with suitable data privacy shields) or elsewhere. We have picked mainstream suppliers with appropriate security standards.

A.7. WE MAY SHARE SOME OF YOUR DATA WITH THESE PEOPLE

We have may outsource some support for our group which may include Administrators, Web Designers, IT support, Accounting and more. They have limited access to your data, where the service they provide to us means they need it.

For example, if our IT support wants to check the functionality of a laptop or back up, they may need temporary access to information that may include something about you.

For example, if we invoice you, our Accountant needs to process the information in the invoice.

Our volunteers use our software to access any data they need. We do not permit copying or sharing by the team and actively monitor for any potential breaches.

Your information/advice is held in the strictest confidence. Our volunteers are all signed up to strict confidentiality rules.

If you want to know who our volunteers are, please email and ask us.

A.8. HOW LONG DO WE KEEP YOUR DATA FOR?

Your information will be kept for the length of time set out in our retention period (see Section 1, Table, above).

If you subscribed to a newsletter or updates list, you will remain on the list(s) you joined until you unsubscribe from that list.

A.9. WANT TO SEE WHAT WE HOLD ON YOU?

If you want to know what information we have about you (if any) email the address above and give us your name, email address(es). We may require you to confirm your identity before proceeding.

Provided we can legitimately disclose the information to you, we will happily do a search and send you screenshots of what we have.

A.10. WHAT ARE YOUR RIGHTS

You have the right to know what information we are collecting on you, and to amend it if it is inaccurate.

If you feel for some reason we have information we should not be keeping, or it is out of date or otherwise wrong, please let us know and we will take appropriate action.

Most of the information we hold is not based on your individual consent but is based on our needing the information to run our business and provide our products and services.

You have a "right to be forgotten" - but that does have some legal limits to it. If you want us to remove information about you, let us know. If you have been a member or volunteer, we may not be able to remove all data as we will have to ensure that we can continue to comply with legal, accounting, taxation and our insurer's requirements.

A.11. OUR LEGAL BASIS FOR PROCESSING YOUR DATA

Signing onto our newsletter list is by your consent – and when you withdraw your consent we stop that processing of your data.

Apart from that, the information we hold is based on our needing the information to run our group and provide our services – either so we can perform our contract with you, or because we have a legitimate business interest in processing your data.

In a few situations we are processing personal data because we are under a legal obligation to do so. This principally relates to our business, accounting and tax records.

4. COMPLAINTS

If you have a complaint about the way we are handling your information or how we have responded to a request for information or removal, you can take this up in the first instance by emailing us at the email address set out above.

If we can't sort it out, the relevant supervisory authority details can be found on the form above.
