



Privacy Notice

Last updated: 13th May 2020

At Suffolk Parent Carer Network (SPCN) we are committed to protecting your privacy. Whenever you share personal data with us we aim to be clear with you, and not to do anything with your data that you wouldn't reasonably expect us to do.

We will never sell your personal data to other organisations and will only ever share it in appropriate, legal or exceptional circumstances.

We will only send e-newsletter and marketing communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (e.g. email, SMS, phone) or where we have a legitimate interest reason for doing so. These communications include information that families with disabled children/young people may find helpful such as services offered by Local Authority, Health and other, relevant providers. Also information about work SPCN is undertaking and how you can support this and get involved.

If you would like to receive communications but have not opted in, please contact us at admin@spcnco.uk

This privacy notice covers the following points:

1. [What type of information we collect and where from](#)
2. [How we use the information collected](#)
3. [Legal basis & legitimate interests](#)
4. [Who we share your information with](#)
5. [How we keep your data safe](#)
6. [How you can access and update your personal information](#)
7. [How long we keep data for](#)
8. [Changes to the policy](#)

1. WHAT TYPE OF INFORMATION DO WE COLLECT AND WHERE FROM?

When you give it to us directly

We may ask for personal and sensitive personal information about you and your family, including your name, email address, postal address, telephone number, your child/young person's name, date of birth, education setting, additional needs or disabilities and demographic information such as ethnicity and gender.

Times when we would do this include when you register as a member of SPCN, ask about our events, take part in our events, tell us about your experiences, take part in our research, fundraise on our behalf or complete an online survey.

When you give it to us indirectly

Your information may be shared with us by independent event organisers, These independent third parties will only do this if you've indicated you're happy for them to do so. You should check their privacy policy when you provide your information to understand fully how they will process your data.

We may get your information via a referral from a third party, such as a charity or local authority, but they should ask for your consent before sharing that information with us and we will seek confirmation from you that they have done so.

Social Media platforms

We use third party providers, such as Facebook, Instagram and Twitter, to monitor and manage our social media interactions. These services are governed by the privacy policies of these platforms. You should check their privacy policy when you provide your information to understand fully how they will process your data.

When you post on SPCN's social media pages and online community, mention SPCN on social media platforms or send us a private or direct message via social media, we will assume you give permission for us to respond. Messages posted on our social media pages are available publicly and we can't take responsibility for those messages, which are subject to the privacy policies of the application provider and the specific privacy account settings of the user.

We may use messages posted on SPCN's social media pages to better understand our audiences, supporters, members and their concerns. As part of this, we may anonymise and aggregate information that users post on our social media pages and communities. This information may then be included as examples in our project work or shared with organisations we work alongside (such as the Local Authority and

Health). This will only be done in line with the privacy policies of those organisations. If we seek to use attributable quotes from people using our social media channels, we will always seek their permission first.

2. HOW WE USE THE INFORMATION COLLECTED

We use your personal information to:

- Provide you with the services, products or information you asked for.
- Keep a record of your contact and relationship with us.
- Keep you informed about our work.
- Understand more about our current members and identify or seek involvement from new potential members.
- Ensure we know how you prefer to be contacted.
- Understand how we can improve our information and communication. For example, data on the services you access will be used anonymously and in aggregation with other user data to provide project or report information back to our funders about the number of families reached and to carry out research.

We may contact you about the work that we do either because you have said you would like to hear from us or because we believe we have a legitimate interest in doing so. We are committed to only contacting you about things that you would expect us to contact you about. This can include our work, events and how to support us.

Developing a better understanding of our membership through your personal data means we can make better decisions, seek funding more efficiently and, ultimately, build strong, more effective links with families with disabled children.

People receiving communications from us

SPCN issue a range of communications and information, both electronically by email, on social media platforms and in hard copy by post or at events, and we may also seek to promote our services by phone and text message. We will only contact you with such material by each channel if you have asked us to do so or where we believe you would reasonably expect us to.

We will always use your personal information with care and consideration. If you'd like to change how we communicate with you, or would like us to remove your details, please email us at admin@spcn.org.uk

3. LEGAL BASIS & LEGITIMATE INTERESTS

When we collect and use your personal information, we will make sure this is only done in accordance with at least one of the legal grounds available to us under Data Protection law.

One of these is where we have obtained your specific consent to use your information for a previously notified purpose, such as to send you information at your request.

Another is where we have a legal obligation to use or disclose information about you or your child/young person - for instance, where we are ordered by a court or regulatory authority to do so.

In all cases, we balance our legitimate interests against your rights as an individual and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this policy. We would also not intrude on your privacy or previously expressed communication preferences.

Where we process sensitive personal data we will make sure that we only do so in accordance with one of the additional lawful grounds for processing such as where we have your explicit consent or you have made that information manifestly public. When we do this, we will tell you what sensitive personal data we are collecting and why.

4. WHO WE SHARE YOUR INFORMATION WITH

We will not sell your details to any third parties, but we may sometimes share your information with people or organisations who are authorised to act on SPCN's behalf. For example, we may share your information with people or organisations who:

- Process payments on our behalf.
- Administer events or activities on our behalf (for instance if we subcontract a consultant to deliver a training session on our behalf).
- Supply us with technology to provide you with information, and/or to process your data safely and in accordance with your wishes (for example survey hosting; email software tools; our website's hosting functionality).
- Update addresses to ensure any post we send goes to the correct and up-to-date address.

In all of these instances, we remain the data controller. The protection of your data will be covered by written agreements with any person or organisation who acts on our behalf, ensuring that they treat your data in a safe and legal way.

There are a few exceptional situations where we may have to breach confidentiality and pass on your details without your consent.

Situations where we might need to break confidentiality:

- A child is at risk of harm.
- A vulnerable adult is at risk of harm.
- You are at serious risk of immediate harm.
- A terrorist threat has been made.
- We have been ordered to share information with the courts.
- A person poses a serious risk to others.

If a decision is made to break confidentiality, we will make reasonable effort to keep you informed of what we intend to do. We will only ever share your data in circumstances outside of this if we have explicit and informed consent.

5. HOW WE KEEP YOUR DATA SAFE

SPCN is responsible for collecting your personal information. We have technical security safeguards in place designed to protect your data (e.g. HTTPS on our websites, hardware and software firewalls, username and password based permission systems and encrypted databases).

We ensure that your information is only accessible by appropriately trained staff, volunteers and contractors with whom we have contracts that are compliant with data protection regulations.

Server Locations

Wherever possible we will store your data in the UK, the European Economic Area (EEA) or a jurisdiction that complies with the GDPR. The data we collect from you may be transferred to, and stored at, a destination outside of these areas. When this is the case we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights are protected as outlined in this notice.

We cannot however warrant the security of any information that you send us. There is no guarantee that data you send may not be accessed, disclosed, altered, or destroyed by breaches between yourself and us.

6. HOW YOU CAN ACCESS AND UPDATE YOUR PERSONAL INFORMATION

If you would like to update the information that we have on our membership database, please email admin@spcn.org.uk

You have a right to ask us to stop processing your personal data, to restrict how we process your data or to delete your data, and if it's not necessary for legal reasons or for the purpose you provided it to us for (e.g. registering you for an event) we will do so. Contact us at admin@spcn.org.uk if you have any concerns.

You have a right to request access to any information we hold about you.

If you wish to access your information, please contact us at dp@contact.org.uk and we will ask you to complete a subject access request form in order to confirm your identity if necessary and to provide you with the data you need.

For further information, we recommend reading the [Information Commissioner's guidance](#).

7. HOW LONG WE KEEP DATA AFOR

We keep your personal information only for as long as you are a member of SPCN and for up to one year in order to comply with our funding conditions. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

8. CHANGES TO THE POLICY

We review this policy annually and may update it from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on our website or by contacting you directly.

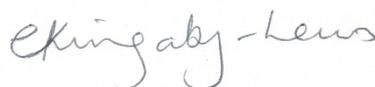
If you have any queries about this Privacy policy, please contact us at admin@spcn.org.uk

Monitoring and review

This privacy statement will be reviewed on an annual basis.

Date discussed at SPCN Management Board: 13th May 2020

Date Agreed by SPCN Management Board: 13th May 2020 Signed:



Clare Kingaby-Lewis

Co-Chair



Anne Humphrys

Co-Chair

Date policy will be reviewed: May 2021