



*'giving a voice to parents & carers  
of children & young people (0-25)  
with additional needs'*

# Voice4Parents Wolverhampton

## Privacy Policy

The General Data Protection Regulations come into effect in the UK from 25 May 2018, replacing the Data Protection Act 1998.

This Privacy Notice sets out most of your rights under the new laws.

Voice4Parents is an organisation that consists of parent carers, who engage in participation co-production work, to shape services for families who have children with special educational needs and or disabilities.

### 1. Collection of personal data

Voice4Parents may collect and use the following kinds of personal information:

- information that you provide by joining our membership (via our website or completing a paper membership form), including your name, address, email address, telephone number, child/young person's needs.
- information that you provide for the purpose of feedback, please note that all feedback is anonymous and collated with other parent/carer feedback when reporting to services and professionals.

We are collecting data for the following reasons:

- We have your consent
- It is necessary for us to perform the work of Voice4Parents

If you have any questions about the collection and storage of your Personal Information please contact us at [admin@voice4parents.co.uk](mailto:admin@voice4parents.co.uk) and put **Data Collection query** in the subject line.

### 2. Voice4Parents may use your personal information to:

- publish your feedback on the website or in a report in a way that ensures your full name and personal data are not disclosed
- send you marketing communications including but not limited to newsletters, information on consultations, events and opportunities to get involved in the work of Voice4Parents.
- Communicate with you about Voice4Parents business
- Administer our membership database
- Promote the interests of Voice4Parents

## **Your information will be held confidentially.**

In addition to the disclosures necessary for the purposes identified elsewhere above, Voice4Parents may disclose your personal information to the extent that is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, national security and in order to establish, exercise or defend its legal rights.

### **3. Data security**

Voice4Parents 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.

### **4. Retention of data**

We will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed. We will keep some records permanently if we are legally required to do so and may keep some other records for an extended period of time to follow best practice. For example, it is currently best practice to keep employment records for 5 years and financial records for a minimum of 3 years, to support HMRC audits.

### **5. Updating this policy**

Voice4Parents may update this privacy policy by posting a new version on its website at any time. You should check the website [www.voice4parents.co.uk](http://www.voice4parents.co.uk) occasionally to ensure you are familiar with any changes.

### **6. Your rights and your personal data**

You have the right to access, correct, have erased, and object to processing your personal data. You can make any changes easily by telephone, or email (see Contact Details below).

When exercising any of the rights, we may need to verify your identity for your security.

Once we have received your request, we will respond within one month. For the right to access there are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee.

We will confirm whether the data has been deleted or processing has stopped or the reason why this cannot be done (for example because we need it for our legitimate interests or regulatory purpose(s)).

You have the right to lodge a complaint with the Information Commissioner's Office.

## **7. Links to other websites**

Our website contains links to other useful websites. Voice4parents is not responsible for the privacy policies or practices of any third party.

## **8. Contact Us**

If you have any questions about this Privacy Notice or your personal information, please contact us:

- by email to: [admin@voice4parents.co.uk](mailto:admin@voice4parents.co.uk)
- by phone: 07799290705