



Supporting families with children and young people with Special Educational Needs and Disabilities

## Lambeth Parent Forum

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# Privacy Policy

Lambeth Parent Forum is a voluntary group of parents and carers of children and young people, aged 0 - 25, with special/additional needs and disabilities (SEND) living in the London Borough of Lambeth. Our aim is to provide opportunities for parents and carers to contribute to developing services that meet the needs of their families, whilst sharing experiences and knowledge with other parents and carers.

## Commitment

Lambeth Parent Forum is committed to making sure that any information we hold about you will be collected, stored and used in accordance with The Data Protection Act 2018 and General Data Protection Regulation 2016/679 (GDPR).

This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as we need it.

To keep things simple, we have arranged a single point of contact for all data protection issues. Should you have any questions relating to this notice or our processing of personal data, please email [info@lambethparentforum.com](mailto:info@lambethparentforum.com) or contact us at the address above.

## Where do we collect your information?

We may collect information about you at a number of stages in your engagement with the Forum.

### **Registration for Membership Form**

When you register with the Forum, we will ask you to complete a Registration Form with details about you and your child(ren).

### **During your engagement with us**

Throughout your engagement with us we will record information provided by you. This will help us to fully understand your needs and promote your wellbeing.

## What Personal Information do we record?

The type of information (including personal information) that we collect and use and what we do with it will depend upon your engagement with us.

We collect only the personal data that we require to provide you with your membership and to fulfil our contract or keep in touch.

## What information we collect and how we use it

Name	For general correspondence
Email address	For general correspondence, news, updates, events, notifications, cancellations
Postal address	Post relevant information, event details
Post code	To confirm members are a resident in London Borough of Lambeth and geographical information for grant monitoring
Mobile number	Advise of updates, cancellations, changes. Respond to general enquiries
Your child's month and year of birth	Ensuring members meet the criteria for membership. To be able to reach parents/carers with child/young person of a certain age group
* Information on your child's special educational needs and/or disability	Ensuring members meet the criteria for membership. Ensuring we can provide information, workshops, events for all SEND. For anonymous needs information for grant monitoring
* Ethnicity (optional)	For anonymous ethnicity and diversity information feedback on our grant monitoring

### \* Special Categories of Data

Due to the nature of services we provide, some of the data we collect is sensitive.

Information relating to your child's special educational needs and/or disabilities, health and ethnicity are considered to be Special Categories of Data and we are required to take extra care when handling this information.

## Why we need this information

We require this information to:

- Work alongside local authorities, education, health and other service providers to ensure the services they plan, commission, deliver and monitor meet the needs of children and families
- The information will be used to demonstrate that Lambeth Parent Forum is representative of all SEND families across LB Lambeth
- Contact our members for feedback, responding to enquiries and consultations
- Assist with the Forum's grant funding applications
- Obtain feedback on how our service is used

- Provide newsletters and information on upcoming events, workshops, conferences, services, forums and relevant information from selected organisations which we believe may be of interest to you

## How do we use your information?

We will only use your information in a fair and transparent manner and where we have a legal basis for doing so.

### To Provide the Engagement You Have Agreed To

In order to provide you with the support of the Forum you have registered for, we will need to communicate with you to keep you informed of events, meetings, consultations, and services. This communication may be via Mail, Email, Telephone or SMS.

We may also need to record details of the services delivered and any further needs that have been identified.

Legal Basis:	Performance of Contract
Special Category Condition:	Explicit Consent

### For Safeguarding and Where Legally Obligated to Do So

In certain, limited conditions we may use or disclose your personal information in order to comply with a legal obligation, in connection with a request from a public or government authority, in connection with court proceedings or to prevent loss of life or injury. Where possible and practical to do so, we will tell you in advance of such disclosure.

Legal Basis:	Legal Obligation
Special Category Condition:	Performance of Obligations under Social Care Law

## Storing your personal data

We are committed to ensuring that your data is secure. Information and records will be stored securely, whether on paper, on a computer, or recorded on other material, and will only be accessible to authorised personnel and the individual to whom the information relates.

## How long do we keep your information?

Lambeth Parent Forum will only keep your personal information up until the year in which your child turns 25 years of age. We will automatically remove your details once your child reaches 26 years old. This is in accordance with the Children and Family Act 2014. If you would like us to remove your information prior to this you can do so by emailing

[info@lambethparentforum.com](mailto:info@lambethparentforum.com)

## Sharing and Disclosure

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law.

Your information will only be accessed by people who need to do so as part of their role. This could include:

Within Lambeth Parent Forum:

- Staff working at the Forum

## Rights

The GDPR legislation provides you with a number of rights in relation to your personal data.

### Right to Withdraw Consent

Where you have consented to our processing of your data, you have the right to withdraw that consent at any time. To do so, please contact [info@lambethparentforum.com](mailto:info@lambethparentforum.com) or write to us using the details below.

### Right to Access

You have a right to obtain copies of the information that we hold about you.

To request access to any data, please email [info@lambethparentforum.com](mailto:info@lambethparentforum.com) or write to us at the address below explaining which data you require. In the interest of security, you will need to prove your identity before any information can be shared with you.

Under certain circumstances we may not be able to disclose all of the information you request, for example if it contains information about other people or there are legal reasons for us to withhold the data.

### Right to Rectification

We would like to ensure that the data we hold about you is accurate and up-to-date. If you believe the data we hold is inaccurate, please tell our Facilitator who will make any necessary amendments. However, you may also ask us formally to correct your data by emailing [info@lambethparentforum.com](mailto:info@lambethparentforum.com) or writing to us at the address below.

### Right to Erasure or the Restriction of Processing

In certain circumstances you can ask us to remove your data from our systems by emailing [info@lambethparentforum.com](mailto:info@lambethparentforum.com) or writing to us at the address below. If there is a legal reason for us to continue holding your data we will let you know, otherwise we will make efforts to comply with your request. You may ask us to restrict our processing of your data if:

- We are using the data for marketing
- You believe that our processing of the data is unlawful
- You object to us using your data (pending investigation)

In these circumstances, we may continue to store your information, but will otherwise only process it with your consent or where we have a legal reason to do so.

## **Right to Complain**

If you are concerned about the way we have processed your personal information, you have the right to complain to the Information Commissioners Office (ICO). To do so please refer to the ICO website <https://ico.org.uk>

## **Changes**

Lambeth Parent Forum reserves the right to make changes to our privacy policy from time to time. Where we do so, we will publish the new policy on our website <http://www.lambethparentforum.com> and where appropriate/possible notify you by email.

## **Contact**

If you wish you can contact us or contact our data protection team on [info@lambethparentforum.com](mailto:info@lambethparentforum.com)

Lambeth Parent Forum is a voluntary group. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact Lambeth Parent Forum, weare336, 336 Brixton Road, London SW9 7AA. Email: [info@lambethparentforum.com](mailto:info@lambethparentforum.com)