



Privacy Notice for Website/Social Media

April 2024

Data Protection law changed on 25 May 2018

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. As the Regulations come into effect and the Information Commissioners Office (ICO) update their rules and best practice, we will continually update this Notice.

Who we are

Swindon SEND Families Voice's activities are carried out for the benefit of Parent Carers and families of children and young people with special educational needs and disabilities (SEND) in Swindon.

Collection of your Personal Information from our website

Swindon SEND Families Voice may collect and use the following kinds of personal information through this website:

- information about your use of this website including information obtained via cookies
- information that you provide during the use of our services/registration process/joining of our mailing lists, including your name, email address and if necessary, telephone number for the purpose of making electronic bookings for services
- information about electronic bookings for services made via this website
- including dates, health information, times and locations of appointments
- information that you provide by joining our membership, including your name, address, email address, telephone number, condition of child/children, ethnic group
- information that you provide for the purpose of feedback on this website and on any service provided by Swindon SEND Families Voice and any other information that you send to Swindon SEND Families Voice.

We are collecting data for the following reasons:

- We have your consent

- Processing is necessary for compliance with a legal obligation
- Processing is necessary for compliance with funding obligations
- Processing is necessary to protect the vital interests of a data subject or another person
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in our organisation as Data Controller
- Necessary for the purposes of legitimate interests pursued by our organisation or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject

If you have any questions about the collection and storage of your Personal Information please contact us at swindonsendfamiliesvoice@outlook.com.

Using Personal Information

Swindon SEND Families Voice may use your personal information to:

- enable your access to and use of the website to make electronic bookings for services
- publish your feedback on the website in a way that ensures your full name and personal data are not disclosed
- send you marketing communications including but not limited to newsletters, offers and promotions
- contact you for the purpose of discussing a booking, that you have previously made

Your information will be held confidentially. Occasionally we may need to disclose information to our Data Processor. Where we need to do so, the Data Processor will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, Swindon SEND Families Voice may disclose your personal information to the extent that it 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.

Securing Your Data

Swindon SEND Families Voice 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.

How long do we keep your personal 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.

Updating This Statement

Swindon SEND Families Voice may update this privacy policy by posting a new version on this website at any time. You should check this page occasionally to ensure you are familiar with any changes.

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 email to swindonsendfamiliesvoice@outlook.com.

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.

Other Websites

This website contains links to other websites. Swindon SEND Families Voice is not responsible for the privacy policies or practices of any third party.

Contacting Us

If you have any questions about this Privacy Notice or your personal information, please contact us by email to: swindonsendfamiliesvoice@outlook.com.

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Responsibility of: Steering Group