



PRIVACY POLICY

Introduction

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it, and to object to the way it is processed. Please see the section on 'Your rights as a data subject' for more information.

Families in Partnership (FiP) is the Parent Carer Forum in Worcestershire. We are an independent group of parent carers of children with special educational needs and disabilities. We work alongside social care, health, and education to make sure the services and support being provided meet the needs of our children and young people living in Worcestershire.

We can be contacted at:

Families in Partnership Worcestershire, C/O Worcestershire Association of Carers, Polysec House, Blackpole Trading Estate West, Worcester, WR3 8TJ.

If you have any queries about this notice or anything related to data protection, please contact us: enquiriesfip@carersworcs.org.uk.

Personal data

'Personal data' is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you. It can include 'special categories' of data, which is information about a person's race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is 'special categories' or not, and we only process data if we need to for a specific purpose, as explained below. We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances, we may receive data about you from other people/organisations.

Your data and how and why we process it

In general terms, we process your data in order to manage our relationship with you and we will only collect the information we need as part of your engagement with FiP.

Who we share your data with

For some processing purposes we share your data with third parties in accordance with your wishes and/or by law. For example:

- We may share your information, if you have clearly agreed to do this, with other organisations where they are able to support you with services which you have identified as needing.
- If we believe that you are at risk of harm, abuse or neglect

How we store your data

Your personal data is held in both hard copy and electronic formats.

Electronic data, including emails, is stored on our on our software and IT suppliers' servers which are located in the UK. All data is password protected and access is only available to identified personnel.

Hard copy information is held securely in locked cabinets and, where appropriate, this information is scanned and uploaded as electronic data and the hard copy shredded.

How long we keep your data

Information about how long we process your data for can be found in Document Retention Guidance which can be requested by emailing enquiriesfip@carersworcs.org.uk.

Some retention periods are based on legal requirements (such as health & safety incidents) while others take into account practical needs to keep the data. For example:

- We keep membership information until your youngest child with special educational needs and/or disabilities is 25.
- All other personal information including enquiries, correspondence and transactions will be kept for no more than 6 years.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data processed by us:

- To be informed about how your data is handled.
- To gain access to your personal data.
- To have errors or inaccuracies in your data changed
- To have your personal data erased, in limited circumstances.
- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests.
- To restrict the processing of your personal data, in limited circumstances.

- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances.
- Rights around how you are affected by any profiling or automated decisions.

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time, by contact us or email: enquiriesfip@carersworcs.org.uk

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website [here](#) or by visiting <https://ico.org.uk>.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please email us enquiriesfip@carersworcs.org.uk.

Using our website

FiP is committed to protecting your privacy and does not capture and store any personal information about individuals who access our website, except where:

- Users voluntarily choose to become a member of FiP; or
- Users contact FiP to provide email addresses, e.g. to receive a newsletter.
-

No personal data obtained via the website is used for direct marketing, and we never disclose personal data to third parties for their direct marketing purposes. FiP will use the information it collects about you to help understand more about how the website is used and to send you electronic communications about FiP that may be of interest to you, including information regarding its activities, current and future activities and specific events.

If you object to our using your personal data to send you information about our activities and events you can instruct us to cease doing so at any time by writing to or emailing us enquiriesfip@carersworcs.org.uk.

Some anonymous data such as IP addresses, pages visited, and time spent on the website is also collected. This information is used by FiP to compile traffic statistics to enhance its understanding of how visitors use the website and to help it improve this service.

No transmission of data over the internet can be guaranteed to be 100% secure. FiP cannot ensure or warrant the security of any information you transmit to it, and you do so at your own risk.

Videos and Links to other websites

Our website contains links to enable you to visit other websites. FiP has no control over linked websites. Accordingly, FiP cannot be held responsible for the contents of any linked site or for the protection and privacy of any information or personal data which you provide whilst visiting any such site. Users should exercise caution and examine the privacy statement for the website in question before passing on any personal information.

Videos contained in the website are created by FiP Worcestershire or from trusted partners. The content of these videos are considered relevant to Parent Carers.

Disclaimer

FiP makes every effort to ensure that the information contained within the pages of this website is accurate and up to date but gives no warranty regarding its accuracy or completeness. Consequently, FiP accepts no liability for any losses or damages (whether direct, indirect, special, consequential or otherwise) arising out of errors or omissions contained in this website. No liability can be accepted in respect of losses or damages arising out of changes made to the content of this site by unauthorised third parties.

Cookies

Cookies are pieces of information stored by the browser on your hard drive when you visit a website, and which allow an organisation to recognise the user when he or she next visits. FiP does not send cookies from this website except to make it easier for users to enter the private areas of the website.

Cookies cannot be used to determine the identity of any user. Most web browsers automatically accept cookies, but if you object to the use of cookies you may configure your browser so that it will not accept them. If you choose to do this some of the features on this website may not be available to you.

Policy Title	Privacy Policy
--------------	----------------

Issue Date	August 2023	Review Date	Annually
Version	2.0	Issued By	Steering Group