

# Reaching Families

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*Empowering families of children and young people with special educational needs and disabilities*

## Privacy Notice

Reaching Families takes the protection of your data seriously. This privacy notice has been written in accordance with the General Data Protection Regulations.

Our aim is to provide a valuable service whilst still safeguarding our users' privacy. Collecting some personal information is necessary if we are to provide a service, we do not share or sell your information, it is treated with respect and stored securely, and kept for as long as necessary to fulfil our purpose. We have set out below how we collect and use your data.

### Service Users

#### Mailing Lists

Reaching Families will collect personal data from its service users, with their consent to be added to a mailing list, in the form of Name and Email address, whether a parent/carer or professional and sometimes a child's diagnosis.

Data is collected from service users at Reaching Families training events, support groups and other events the charity may be attending. People may also give their information via a sign-up link on our Website or Facebook page; alternatively they may email us and ask to be added to the list.

The data is added to a Mailchimp account, which is used to send information to our users about our training workshops, parent support groups and occasionally other relevant issues to SEND. This would not usually be more than twice a month.

The emails that we send to our service users should in no way cause objection or concern to anyone. On every communication there is an option for the user to 'unsubscribe' and this can be actioned at any time upon request.

We do not share any information given with any third parties. It is accessed only by members of staff as necessary and the account is password protected.

Mailchimp have their own privacy policy that can be viewed when visiting their website.

#### Registers

We use a sign in register at our Workshops and Umbrellas groups. The information collected here is used for the purpose of adding to the mailing list if requested (as described above) and also to monitor attendance for us to use in evaluation reports to provide our funders. There is no personal or identifiable data given in the reports. The information will be stored securely for as long as necessary to fulfil our purpose.

#### Referrals and signposting

Occasionally, upon request of a parent/carer, we may collect information regarding a specific need of theirs in connection with a child/young person with SEND. The information, that would be agreed between us and the parent carer, may be shared with another professional in the event of referring to a particular service. This, however, would only ever be given in a voluntary capacity by the parent/carer.

## Event Bookings and Purchases

We use Eventbrite for service users to book on our training workshops. A name and email address are requested to book a ticket, if a donation is made then banking details will also be required and processed by Eventbrite (banking details are not passed on to us). These details are only required for the purpose of purchasing a ticket. Attendees names will only be kept to monitor numbers attending each course to provide evaluation reports to our funders, no personal or identifiable data is given in the reports.

Eventbrite have their own privacy policy which can be viewed when visiting their website.

We have Guidebooks available to purchase via our website, this will take the buyer to the PayPal website to process the transaction (banking details are not passed on to us). PayPal will provide Reaching Families with the purchase order stating the name and address provided to send the purchase. This purchase order is kept for accounting purposes for as long as is necessary.

PayPal have their own privacy policy that can be viewed when visiting their website.

## Monitoring and Evaluation

We collect data on feedback forms following training workshops, this is kept and collated for monitoring purposes to provide reports to our funders, this is essential for us to continue to receive funding to enable us to provide our services. This collated data is anonymised, so no identifiable data is provided in the report. This data is also used to enable us to improve our service delivery. It will be kept securely and only for as long as required to fulfil our purpose.

## **Visitors to the Website**

When someone visits our website, we use a Web analytics reporting tool called AW Stats to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. If we do want to collect personally identifiable information through our website we will make it clear and explain what we intend to do with it, e.g. joining our mailing list or making a purchase.

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

## **Access to personal information**

Individuals can find out if we hold any personal information about them by making a subject access request under the General Data Protection Regulations. If we hold any information about you we will:

- give you a description of it
- tell you why we are holding it
- let you have a copy of the information in an intelligible form

Any request should be made in writing either via email at [admin@reachingfamilies.org.uk](mailto:admin@reachingfamilies.org.uk) or posted to Reaching Families, Unit 16 Oaklands Business Centre, 64-68 Elm Grove, Worthing BN11 5LH.

If at any time you feel that we have failed to meet these standards then please contact us at [admin@reachingfamilies.org.uk](mailto:admin@reachingfamilies.org.uk). You may also contact the Information Commissioner Office at [www.ico.org.uk](http://www.ico.org.uk).

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