

# Reaching Families

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

## Privacy Notice -Service Users

Reaching Families takes the protection of your data seriously. This privacy notice has been written in accordance with the General Data Protection Regulations (May 2018)

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.

### 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; if people email us asking to be added, we will send them the link to sign up themselves.

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 usually be twice per 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 which is reviewed periodically.

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 would be given in a voluntary capacity by the parent/carer, with the exception of our obligations under our Safeguarding policy.

### 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 and some parent support groups. This is kept, anonymised, and collated for essential monitoring purposes to provide reports to our funders. 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.

### **Subject Access Request (SAR)**

#### 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.

Any request should be made in writing either via email to: **admin@reachingfamilies.org.uk** or by post to: **Reaching Families, Unit 16 Oaklands Business Centre, 64-68 Elm Grove, Worthing BN11 5LH**

On receipt of an SAR, Reaching Families will:

- Provide a response within one month of application

If we hold any information about the person we will:

- give a description of the data we hold
- advise why we are holding it
- provide the applicant with a copy of the information in an intelligible form

Reaching Families will not make any charge for this service, however if the request is believed to be unfounded or excessive the charity has the right to refuse or levy a reasonable fee.

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