



## 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 (GDPR)

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, through Eventbrite bookings, 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 events, training, parent support groups, employment/volunteer opportunities, charity news 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 provided with third parties. The information is accessed only by members of staff as necessary and the account is password protected and a two stage verification process to access.

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

### Registers

We use a sign in register at our events. 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 shared in the reports. The information will be stored securely for as long as necessary to fulfil our purpose.

### Face-2-Face Befriending

We need to collect personal data to enable us to provide a befriending service to parent-carers and to best match a parent-carer with a volunteer befriender. This includes information such as name, contact details, child's age, diagnosis or description of needs, any other agencies/organisations/networks of support in place and a summary of the befriending sessions provided. The information is stored on a password protected database that can only be accessed by authorised personnel and is only shared with the members of the team supporting the parent.

We collate data to provide evaluation reports to our funders, no personal or identifiable data is shared in the reports.

### Benefits Advice Service

We need to collect personal data to enable us to provide appropriate benefits advice and support to parent-carers when completing benefit calculations, applications and appeals. This includes information such as name, age, district, contact details, diagnoses, benefit award status and a summary of the advice sessions. The information is stored on a password protected database and can only be accessed by authorised personnel.

We collate data to provide evaluation reports and benefit outcomes to our funders. No personal or identifiable data is shared in the reports.

### 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

We use Eventbrite for service users to book on to our training workshops. A name, email address and contact number are requested to book a ticket. We sometimes ask for some information that is relevant for the workshop such as a child's diagnosis or needs and age, this is only used for the purpose of tailoring the information and support provided in the workshop. There may be an option to make a donation via Eventbrite, 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 shared in the reports.

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

### Purchases

Our parent guidebook Making Sense of It All is available to purchase via our website. When selecting to purchase 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 buyers name, email and address provided to post the purchase to. 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 following support provided via our services – befriending, benefits advice, training and parent support groups. This is collected via feedback forms, polls, surveys or verbally. We also collect data via an annual survey. This information is used to enable us to improve our service delivery and is also

collated for essential monitoring purposes to provide reports to our funders. No personal or identifiable data is shared in the reports.

This information 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](mailto:admin@reachingfamilies.org.uk)**

or by post to:

**Reaching Families, Dove Lodge, 49 Beach Road, Littlehampton BN17 5JG**

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)