



# HACKNEY SEND

## PARENT CARER FORUM

## Data Protection Policy

### 1. Introduction

Hackney SEND Parent Carer Forum is a non-profit, pan-disability organisation representing parents and carers of children and young people with Special Educational Needs and Disabilities (SEND) in Hackney.

This policy governs the internal operations of Hackney SEND Parent Carer Forum while hosted by City & Hackney Carers Centre.

Legal and financial responsibilities held by the Host remain subject to the Hosting Agreement.

We are committed to protecting personal data and respecting the privacy of everyone we work with. This policy explains how we collect, use, store, and protect personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 2. Who We Are

Hackney SEND Parent Carer Forum (HSPCF) currently works under a hosted governance arrangement with City & Hackney Carers Centre.

The Data Controller for personal data processed under this hosted arrangement is City & Hackney Carers Centre.

ICO Registration Number: Z751668X

Data protection enquiries may be directed to:

City & Hackney Carers Centre: [info@hackneycarers.org.uk](mailto:info@hackneycarers.org.uk)

Hackney SEND Parent Carer Forum: [info@hspcf.org](mailto:info@hspcf.org)

### 3. Scope of This Policy

*This policy applies to personal data relating to:*

- Parents and carers
- Children and young people (via parents/carers)
- Volunteers, Steering Group members, and Trustees (if applicable) Partners, Professionals, and Stakeholders.

### 4. What Personal Data We Collect

*We may collect:*

- Names and contact details (email, phone number, address)
- Information voluntarily shared about disabilities, health conditions, or additional needs
- Equality, diversity, and inclusion monitoring information (optional)
- Membership or mailing list details
- Feedback, consultation responses, and lived experience information
- Volunteer and governance-related information

We only collect data that is necessary, relevant, and proportionate.

### 5. Special Category (Sensitive) Data

*As a pan-disability organisation, we may process special category data, such as information about disability or health. This data is:*

- Provided voluntarily
- Used only for agreed purposes
- Stored securely
- Accessed only by authorised individuals

Processing of special category data is carried out following Article 9 UK GDPR and Schedule 1 of the Data Protection Act 2018.

## 6. How We Use Personal Data

*We use personal data to:*

- Communicate with parents, carers, and members
- Share information, updates, and opportunities
- Organise events, meetings, and consultations
- Gather lived experience to influence services and decision-making
- Represent collective parent carer views to local authorities, health services, and partners
- Support governance, volunteering, and funding requirements

We do not sell personal data or use it for commercial purposes.

## 7. Lawful Basis for Processing

*We process personal data under one or more of the following lawful bases:*

- Consent
- Legitimate interests (to carry out our non-profit representative role)
- Legal obligation
- Vital interests (for safeguarding concerns)

Where personal data is processed under this hosted arrangement, lawful bases are decided in alignment with the data protection framework of City & Hackney Carers Centre.

## 8 Consent

*Where we rely on consent to process personal data, including special category data, consent will be:*

- Freely given
- Clear and informed
- Recorded
- Able to be withdrawn at any time

Consent will be obtained using clear tick-boxes on forms, surveys, or sign-up pages and will always refer to our Privacy Notice.

Individuals may withdraw consent at any time by contacting [info@hspcf.org](mailto:info@hspcf.org). Withdrawal will not affect processing already carried out.

## Consent Tick-Box

**I consent to HSPCF storing and using my personal information to contact me about updates, events, consultations, and opportunities.**

**This may include information I choose to share about disability or additional needs. I understand my information will be used in line with the Privacy Notice, that feedback may be shared anonymously and that I can withdraw my consent at any time.**

**Consent tick boxes will not be pre-ticked, and records of consent will be stored securely.**

## 9. Data Sharing

*We may share:*

- Anonymised or aggregated information with partners such as local authorities, NHS bodies, and voluntary sector organisations

*Personal data will not be shared without consent unless:*

- Required by law, or
- Necessary due to safeguarding concerns

As part of the hosted governance model, relevant personal data may be accessed or processed by City & Hackney Carers Centre following its data protection framework and Hosting Agreement.

## 10. Data Storage and Security

*We take appropriate steps to keep personal data secure, including:*

- Password-protected devices, files, and email accounts
- Restricted access to authorised individuals only
- Secure cloud storage systems
- Regular review and deletion of unnecessary data

Any paper records are stored securely.

## 11. Data Retention

*We keep personal data only for as long as necessary:*

- Membership and contact data: while individuals stay engaged.
- Consultation and feedback data: for reporting and accountability.
- Governance and financial records: in line with legal requirements.

Data is securely deleted or destroyed when no longer needed.

Financial and grant-related records are kept in line with funding and audit requirements.  
(normally a minimum of 6 years)

## 12. Individual Rights

*Individuals have the right to:*

- Access their personal data
- Request corrections
- Request deletion of data
- Withdraw consent at any time
- Object to certain processing
- Make a complaint to the Information Commissioner's Office (ICO)

Request should be made to the contact details listed in Section 2. We will respond within one calendar month in line with UK GDPR requirements.

## 13. Safeguarding and Confidentiality

We respect confidentiality but may share information without consent where there is a safeguarding concern or legal obligation.

## 14. Review of This Policy

This policy will be reviewed annually or when legislation or organisational activity changes.