

Parent & Carer Alliance



Care Action Protect Empower

Parent and Carer Alliance Privacy Notice for Website & Social Media

Who are we?

We are the Parent and Carer Alliance and we provide a range of support to parent carers. We are independent and aim to always work in the best interests of parent carers and their families.

Why we want to collect your personal information:

The Parent and Carer Alliance wish to collect and use the following types of personal information for the following reasons:

- To target future events/training and services by understanding your personal situations and experiences.
- To help us to demonstrate need both locally and nationally to help the Parent and Carer Alliance to access funding sources to develop what we can offer to our members.
- To track information about the use of our website including information obtained via cookies to develop the website.
- We wish to securely store the information that you provide during the use of our services/registration process/joining of our mailing lists, including your name, email address and telephone number to enable our members to make electronic bookings for services.
- To enable our members to sign up for membership packages; whereby direct debits or one-off payments can be set up and made online securely. * All bank details will be secured safely by a third party (Go Cardless).
- To request feedback from members in relation to any service provided by the Parent and Carer Alliance.
- In the event we may wish to collect further data via surveys and questionnaires.

We also collect data for the following reasons:

- To demonstrate we have your consent.
- To Process data which is necessary for the performance of a contract or to take steps to enter into a contract.
- Processing certain data is necessary for compliance with legal obligations.
- Processing data is necessary to protect the vital interests of a data subject or another person.
- Processing data is necessary for the performance measurements of tasks carried out in the public interest or in the exercise of official authority vested in our organisation as Data Controller.

Using Personal Information:

The Parent and Carer Alliance may use your personal information to:

- Enable you to access and use of the website or via other social media links to make electronic bookings for training or events.
- Publish feedback in a way that ensures your full name and personal data are not disclosed without consent.
- Send you marketing communications including but not limited to newsletters, offers and training events.
- To contact you personally in the event we may need discussing a booking that you have made to access a training event, social event or otherwise.

Additional Information:

Please note your information will be held securely by the Parent and Carer Alliance. Occasionally we may need to disclose information to our Data Processor or sub-Processor. Where we need to do so, the Data Processor or sub-Processor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, the Parent and Carer Alliance may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, national security and to establish, exercise or defend its legal rights.

Securing Your Data:

The Parent and Carer Alliance will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will take reasonable technical and organisational precautions to store, process and transport all personal information you provide in a secure manner.

How long do we keep your personal data?

We will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed. We will keep some records permanently if we are legally required to do so and may keep some other records for an extended period of time to follow best practice. For example, it is currently best practice to keep employment records for 5 years and financial records for a minimum of 3 years, to support HMRC audits.

Updating This Statement:

The Parent and Carer Alliance may update this privacy policy by posting an updated version at any time. You should check this policy occasionally to ensure you are familiar with any changes.

Your rights and your personal data:

You have the right to access, correct, have erased, and object to processing your personal data. You can make any changes easily by telephone, email, or by post (see Contact Details below).

When exercising any of the rights, we may need to verify your identity for your security. Once we have received your request we will respond within one month.

For the right to access there are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee.

We will confirm whether the data has been deleted or processing has stopped or the reason why this cannot be done (for example because we need it for our legitimate interests or regulatory purpose(s)).

You have the right to lodge a complaint with the Information Commissioner's Office.

Other Websites:

This website contains links to other websites. The Parent and Carer Alliance is not responsible for the privacy policies or practices of any third party.

Contacting Us:

If you have any questions about this Privacy Notice or your personal information, please contact us:

- by email to: admin@parentandcareralliance.org.uk
- by post to: C/O Parent and Carer Alliance, Cedar House, Cedar Drive, Dursley, Gloucestershire, GL11 4EB.

If you are accessing this policy before booking a service, purchasing a membership or booking onto a training event; by progressing you are acknowledging that you have read and understood the Parent and Carer Alliance Data Privacy Policy. By proceeding, you give consent for your personal data being collected and used as set out in this Privacy Notice.