



Together Our Community (TOC)

# Privacy Notice: How We Use Parents' and Carers' Information

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*Last updated: September 2026*

*Applies to: parents and carers of young adults using TOC services*

## Information We Hold

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The categories of information we use include:

- Personal identifiers and contacts (such as name, contact details, and address).
- Any personal information provided by parents/carers on behalf of the young person (see Young People's Privacy Notice).
- Key correspondence from parents/carers.
- Feedback from parents/carers on the service.

This list is not exhaustive and will be regularly updated. To access the current list of categories of information we process, please email [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk).

## Why We Collect Parents' and Carers' Contact Information

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We collect parents' and carers' personal information primarily to keep them updated on the service and their young person's progress. The full range of purposes includes:

- a) To update on weekly activities for young people's learning and development.
- b) To monitor and report to parents/carers on the young person's progress.
- c) To ensure we have emergency contact details.
- d) To manage correspondence for any possible complaints.
- e) To continually seek feedback to review the quality of our services.
- f) To meet statutory responsibilities in caring for and supporting young people.
- g) To invoice and manage the payment process for the service.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing parents' and carers' information are:

- Where we need to comply with a legal obligation in caring for and supporting the young adults.
- Where we need to protect a young adult.

## Collecting Parents' and Carers' Contact Information

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We collect parents' and carers' contact details where they have demonstrated an interest in the service and have provided consent for us to use their contact information. This allows us to provide information about the service and the registration process. We will then use the contact information for future updates and progress reports.

The young person's data is essential for TOC to provide the service. Whilst the majority of information provided on behalf of the young person is crucial in ensuring we can maintain their health and safety, other information is provided on a voluntary basis to allow us to tailor our activities. We will explain this at the point of collection. All data collected is in the best interests of the young person.

## Storing Parents' and Carers' Contact Data

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We hold contact data securely for five years unless parents/carers withdraw consent and there is no compelling reason for us to continue holding it. For more information on our data retention schedule, please contact [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk).

Contact data is password protected and encrypted at all times. More accessible basic contact information, restricted to TOC staff and volunteers, is available for emergency situations. The use of personal information is also detailed in our Safeguarding Adults Policy, which can be viewed at [www.tocommunity.org.uk](http://www.tocommunity.org.uk).

## Do We Share Parents' and Carers' Data?

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We will not share parents' and carers' personal contact data with third party partners unless this is linked to a legal requirement. Young people are directly supported by TOC staff and volunteers at community-based activities, so it is not normally necessary to share additional contact details with local partners. However, we may need to share basic contact details in line with the community partners' insurance policy and to meet conditions under their emergency evacuation procedure.

If a work or volunteer placement is able to support a young person without TOC support, we would explore this fully with parents/carers, and data would only be shared if parents/carers supported the placement and provided additional consent.

In a medical emergency, parents' or carers' contact details may need to be shared with NHS staff.

## Requesting Access to Your Personal Data

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Under data protection legislation, parents and carers have the right to request access to information about them that we hold. To make a request, please contact [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk).

You also have the right:

- To ask us for access to information about you and the young person that we hold.
- To have your personal data rectified if it is inaccurate or incomplete.
- To request the deletion or removal of personal data where there is no compelling reason for its continued use.
- To restrict our processing of personal data, for example permitting its storage but no further processing.
- To object to receiving updates, marketing, or promotion of our services.
- Not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you or the young person.

If you have a concern or complaint about the way we are collecting or using your personal data, please raise it with us in the first instance at [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk). If you are unhappy with our response, you may also contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

## Withdrawing Consent

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Where we are processing personal data with consent, parents/carers have the right to withdraw that consent at any time. If you change your mind or are unhappy with our use of your personal data, please let us know by emailing [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk).

## Contact

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If you would like to discuss anything in this privacy notice, please contact: [contact@tocommunity.org.uk](mailto:contact@tocommunity.org.uk)