



SNAP PARENT CARER FORUM

CENTRAL BEDFORDSHIRE

SNAP Parent Carer Forum CIC

We Support → Listen → Influence → Improve

Privacy Notice

Policy Owner: Chief Executive Officer

Approved by: Company Director(s)

Effective Date: September 2026

Review Date: September 2029, or sooner if required.

Section 1 – About SNAP PCF

Who we are.

SNAP Parent Carer Forum CIC ("SNAP PCF", "we", "us" or "our") is an independent, parent-led Community Interest Company supporting families of children and young people with special educational needs and/or disabilities (SEND) in Central Bedfordshire.

Company Registration Number: 10658718

We respect your privacy and are committed to keeping your personal information safe.

This Privacy Notice explains, in simple terms, what personal information we collect, why we use it, who we may share it with and how we protect it.

When this Privacy Notice applies

This Privacy Notice applies when you provide personal information to SNAP PCF, including when you:

- become a SNAP PCF member.
- contact us by telephone, email or through our website.
- use the SEND Navigator Service.

- attend one of our events, training, or activities.
- complete a survey or provide feedback.
- apply for or use a Max Card.
- receive information or communications from us.
- volunteer with SNAP PCF; or
- apply for employment with us.

How we collect information

We may collect information directly from you when you contact us, complete a form, attend an event, use one of our services, complete a survey or otherwise provide information to us.

We may also receive information from another organisation where this is necessary and lawful for us to provide a service or carry out our work.

Changes to this Privacy Notice

We may update this Privacy Notice when our services, systems, or the way we use personal information changes.

The latest version will be available on the SNAP PCF website.

This Privacy Notice was last updated in August 2026.

Contact us.

If you have any questions about this Privacy Notice or how SNAP PCF uses your information, please contact us:

Email: admin@snappcf.org.uk

Telephone: 07984 545044

Section 2 – What Information We Collect

SNAP PCF only collects information that we need to carry out our work, provide services, and communicate with you.

The information we collect will depend on how you interact with us.

2.1 Information About You

This may include:

- your name.

- address.
- email address.
- telephone number.
- your relationship to the child or young person.
- information about your involvement with SNAP PCF; and
- information you choose to provide when contacting or communicating with us.

2.2 Information About Your Child or Young Person

Where necessary to provide our services or understand the experiences of families, we may collect information about your child or young person, including:

- name and age.
- special educational needs and/or disabilities (SEND).
- education or support needs.
- information about services they receive.
- information you provide about their circumstances or experiences; and
- information relevant to the support or service you have requested.

Some of this information may be considered sensitive personal information under data protection law. We only collect and use this information where it is necessary and permitted by law.

2.3 Membership and Engagement

If you join or participate in SNAP PCF, we may collect information needed to manage your membership and involvement, including:

- membership details.
- communication preferences.
- attendance at events and activities.
- survey and consultation responses.
- feedback and views about local services; and
- information about your involvement as a parent representative, volunteer, or participant.

2.4 SEND Navigator Service

If you use the SEND Navigator Service, we may collect information needed to provide information, advice, signposting, and time-limited support.

This may include:

- information about you and your child or young person.
- information about their SEND or support needs.
- details of your enquiry.
- information about services or organisations you have been referred or signposted to.
- agreed actions and follow-up information; and
- information about the outcome of the support provided.

We only collect information that is relevant to providing the service and managing the service appropriately.

2.5 Events, Surveys and Activities

When you attend an event, training session, or activity, or take part in a survey or consultation, we may collect information such as:

- your name and contact details.
- attendance information.
- your views and feedback.
- survey responses; and
- information you choose to provide.

Survey and consultation information may be used to identify themes and priorities and to help SNAP PCF represent the views and experiences of parent carers.

2.6 Max Card

If you apply for or use a Max Card through SNAP PCF, we may collect the information needed to process your application, issue the card, and maintain appropriate records.

2.7 Volunteers and Job Applicants

If you apply to work or volunteer with SNAP PCF, we may collect information needed to assess your application, carry out recruitment, and meet our legal and safeguarding responsibilities.

2.8 Information We Receive From Other Organisations

Sometimes we may receive personal information from another organisation or professional where this is necessary and lawful for us to provide a service, respond to an enquiry or carry out our work.

We will only use information received from another organisation where we have a lawful reason to do so.

2.9 Information We Collect Through Our Systems

We use electronic systems to store and manage information. This may include our website, email systems, survey systems, mailing systems and once selected, a Customer Relationship Management (CRM) system.

The CRM will be used to help us manage information relating to our contacts, membership, and services, including the SEND Navigator Service.

We will update this Privacy Notice, if necessary, once our CRM provider has been selected and we have confirmed how and where the CRM processes personal information.

Section 3 – How We Use and Share Your Information

We use personal information only where it is necessary for our work, to provide our services, to communicate with you or where we have a legal reason to do so.

3.1 How We Use Your Information

We may use your information to:

- provide the SEND Navigator Service and other SNAP PCF services.
- respond to enquiries and requests for information.
- manage general membership.
- process Max Card applications.
- organise and manage events, training, and activities.
- conduct surveys and consultations.
- understand the experiences and priorities of parent carers.
- represent the views of parent carers in discussions with local services and organisations.
- communicate with you about SNAP PCF services, events, and activities.
- manage volunteers and staff.

- process employment and volunteer applications.
- manage our organisation and funding requirements.
- maintain appropriate records; and
- meet our legal, safeguarding, and other responsibilities.

3.2 Our Legal Reasons for Using Information

Data protection law requires us to have a lawful reason for using personal information.

Depending on the circumstances, we may use your information because:

- you have given us your consent.
- it is necessary for our legitimate interests as an organisation.
- we have a legal obligation to use the information; or
- it is necessary to provide a service or meet an agreement with you.

Where we rely on your consent, you can withdraw your consent at any time.

3.3 Sensitive Information

Some information we collect may be particularly sensitive, such as information about health, disability or SEND.

We only collect and use this type of information where it is necessary for the service or activity involved and where data protection law allows us to do so.

For example, information about a child's SEND may be necessary for us to provide appropriate support through the SEND Navigator Service.

3.4 Who We May Share Information With

We do not sell your personal information.

We do not share your personal information with other organisations for their own marketing purposes.

Where necessary and lawful, we may share information with:

- organisations involved in providing or supporting a service you have requested.
- Central Bedfordshire Council or other public bodies where appropriate.
- health, education, or other services where this is necessary and lawful.
- organisations providing services to SNAP PCF, such as IT, CRM, email, or survey systems.

- professional advisers where necessary.
- regulators or other authorities where we are legally required to do so; or
- another organisation where you have asked us to share information and it is lawful to do so.

We will only share information that is necessary for the purpose involved.

3.5 Our Service Providers

We use other organisations to provide some services and systems for SNAP PCF.

These may include providers of:

- email and communications.
- surveys.
- website and IT services.
- data storage.
- CRM services; and
- other systems needed to operate SNAP PCF.

Where these organisations process personal information on our behalf, we will take appropriate steps to ensure that your information is protected and used only for the agreed purposes.

We will add further information about specific systems where this is necessary.

3.6 International Processing

Some of the organisations that provide services to SNAP PCF may process or store information outside the UK.

Where this happens, we will ensure that appropriate safeguards are in place as required by data protection law.

3.7 Marketing and Communications

We may contact you with information about SNAP PCF services, events, training, surveys, and other activities where we are permitted to do so.

Where we need your consent to send certain communications, we will ask for it.

You can ask us to stop sending communications at any time by contacting us or using the unsubscribe option where one is provided.

3.8 We Do Not Sell Your Information

SNAP PCF does not sell, rent, or trade personal information.

We do not share personal information with third parties for their own marketing purposes.

We only share information where there is a legitimate and lawful reason to do so.

Section 4 – Keeping Your Information Safe and Your Rights

4.1 Keeping Your Information Safe

We take reasonable steps to protect your personal information from being lost, misused, accessed without permission, or shared inappropriately.

Access to personal information is limited to people who need it for their role, and we use appropriate security measures to protect the information we hold.

4.2 How Long We Keep Your Information

We only keep personal information for as long as we need it.

How long we keep information depends on why we collected it and any legal, contractual, or funding requirements that apply.

When information is no longer needed, we securely delete or dispose of it.

For further information see our Records, Retention and Disposal Schedule.

4.3 Your Rights

You have rights over the personal information we hold about you. Depending on the circumstances, you can:

- ask what information we hold about you.
- ask for a copy of your information.
- ask us to correct inaccurate information.
- ask us to delete information where appropriate.
- ask us to restrict how we use your information.
- object to certain uses of your information; and
- withdraw your consent where we are relying on your consent.

To exercise your rights, please contact us:

Email: admin@snappcf.org.uk

Telephone: 07984 545044

We may need to confirm your identity before providing information.

4.4 If Something Goes Wrong

If we become aware that personal information has been lost, accessed without permission, or otherwise compromised, we will investigate and take appropriate action.

Where required, we will notify the relevant authority and affected individuals.

4.5 Making a Complaint

If you have a concern about how SNAP PCF uses or protects your personal information, please contact us first so that we can investigate.

Email: admin@snappcf.org.uk

Telephone: 07984 545044

You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal information.

Section 5 – Contact and Review

5.1 Contact Us

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

Email: admin@snappcf.org.uk

Telephone: 07984 545044

5.2 Changes to This Privacy Notice

We may update this Privacy Notice when there are changes to our services, systems, or the way we use personal information.

The latest version will be available on the SNAP PCF website.

5.3 Review

This Privacy Notice will normally be reviewed annually or sooner if there are significant changes to the way we collect or use personal information.