



Privacy Policy

This document describes how and why we collect, store, protect, process and share the data you give to us.

Date of Issue: May 2018

Update History:

Date	Version Number	
01.05.18	1	First Issue of a New Privacy Notice
03.03.20	2	Updates to include MHSDS Data Flow

Data Protection laws

The General Data Protection Regulations come into effect in the UK from 25 May 2018, replacing the Data Protection Act 1998.

This Privacy Notice sets out most of your rights under the new laws. As the Regulations come into effect and the Information Commissioners Office (ICO) update their rules and best practice, we will continually update this Notice.

About the organisation

We are a registered charity led by parents who all have children/young people with a variety of Special Educational Needs and/or Disability (SEND) and we exist to support other parent carers who live in our town.

Families often come to us at their most vulnerable and with no one to turn to and we can offer information, advice and guidance as well as opportunities to spend time with other parent carers to access mutual support and share experiences.

Our vision is that children and young people with SEND in Rotherham enjoy the same opportunities, hopes and aspirations as others in education, health, social care & leisure and therefore we also work in partnership with service commissioners and providers, sharing the knowledge and experience of families to help plan and develop the quality, range and accessibility of provision, creating better outcomes for families through participation and co-production.

Rotherham Parents Forum Limited is the data controller, and this means that we are ultimately responsible for the data that we hold about you.

Contact Address:

Rotherham Parents Forum Limited

45 Eric Manns Building

Rotherham

S60 2EY

ICO Registration Number – **ZA696266**

The Data Protection Officer for Rotherham Parents Forum Limited is Louise Graham.

What data will we collect about you

Rotherham Parents Forum Limited may collect and use the following kinds of personal information both electronically through our website and social media sites, and also through your interactions with us when accessing our support services.

- information about your use of our website including information obtained via cookies
- information that you provide during the use of our services, membership process, joining of our mailing lists and for the purpose of making electronic bookings or referrals to our services
- information that you provide for the purpose of feedback on this website and on any service provided by Rotherham Parents Forum Limited and any other information that you send to Rotherham Parents Forum Limited

Specifically, the information we may collect, depending on the service you are accessing, is as follows:

- Your name and contact details (including postal address, phone number and email)
- The dates of birth of you or your Child or Young Person (CYP)
- Details of any diagnosed or suspected Special Educational Needs and/or Disabilities in relation to you or your CYP
- Ethnicity
- Health information such as your GP and NHS numbers in relation to you and/or your CYP
- The school that your CYP attends
- If your CYP has an EHC plan
- The reason for a referral to our support services
- Other agencies that may be involved with you/your family
- Your views about your concerns in relation to your CYP
- External services that we may signpost you to

What will we use your data for?

Collecting your data allows us to communicate with you, it also allows us to monitor your progress when accessing one of our support services to ensure we are having a positive impact. We also collect evidence to request further services for you if required and plan services in the future to make sure they are focused on what you/families need. We may therefore use your data for the following purposes:

- enable your access to and use of the website to make electronic bookings for events and activities and/or referrals to our support services
- publish your feedback on the website in a way that ensures your full name and personal data are not disclosed unless you give us specific consent to share your name
- send you marketing communications including but not limited to newsletters, offers and promotions if you have opted in to receive these
- contact you for the purpose of discussing a booking or referral, that you have previously made

Your information will be held confidentially. 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 above, Rotherham Parents Forum Limited 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 in order to establish, exercise or defend its legal rights.

If you are accessing any of our support services, then we will use your information to feed into the Mental Health Services Data Set (MHSDS) that is required by NHS Digital.

The MHSDS is a patient level, output based secondary uses data set that delivers robust, comprehensive, nationally consistent and comparable person based information for children, young people, and adults who are in contact with mental health, learning disabilities or autism spectrum disorder services across hospital, primary care and community services.

The data set is used to inform service improvements and monitor service performance, clinical interventions, patient experience and treatment outcomes. As a secondary uses data set, it re-uses clinical and operational data for purposes other than direct patient care, MHSDS supports a variety of secondary use functions such as:

- Commissioning
- Clinical audit
- Research
- Service Planning
- Inspection and regulation
- Monitoring government policies and legislation
- Local and national performance management and benchmarking
- National reports and analysis

Examples of the way information collected is used including checking:

- Mental Health Services are available to all patients
- Patients are provided with care that is compliant with standards set by the National Institute of Care and Health Excellence (NICE)
- Whether services help patients to recover
- Access and waiting time standards are monitored nationally to improve patient experience of mental health services
- The organisations that commission services know that services have been delivered

Who will see your data?

Authorised employees of Rotherham Parents Forum Limited will be able to see all of the data collected.

Where we pass data to NHS digital, the national provider of information, data and IT systems in health and social care, we do so in a way that will not reveal your identity (otherwise known as “anonymised” data).

The role of NHS digital is to ensure that high quality information is used appropriately to improve patient care. It publishes key statistics and shares information to support important research and commissioning.

Why do we do this?

Processing of your data is covered by Article 6b of the GDPR in the sense that you are giving us information to receive a service.

A referral could be on the basis of “vital interests” (6d) with respect to the wellbeing of a young person.

Rotherham Parents Forum Limited has a legitimate interest (6f) processing basis as it is reasonably within the interests of Rotherham Parents Forum Limited as a non-profit organisation (6e) to make timely, efficient and effective assistance available to comply with the performance of our contracts and comply with our legal obligations under those contracts.

There’s more on your rights below (see “Your Rights”).

How long do we keep your personal data?

Your data will not be kept any longer than necessary. 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. Membership data will be stored whilst ever you are a member of Rotherham Parents Forum Limited.

Individual support files will be stored whilst you are accessing our services, once the file is closed, details will be kept for 2 years and then will be deleted from our systems if there has been no activity during this time.

How is your data stored and processed?

Rotherham Parents Forum Limited 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.

Data will be held on Rotherham Parents Forum Limited's secure systems which include within our website and our Office 365 domain with restricted access only to authorised staff.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

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)).

Complaints

If you've already told us that we need to do something, but we haven't responded in a way you're satisfied with, you have the right to lodge a complaint with the Information Commissioner's Office. It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>) but you can also do so in writing to:

The Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Updating This Statement

Rotherham Parents Forum Limited may update this privacy policy by posting a new version on this website at any time. You should check this page occasionally to ensure you are familiar with any changes.

Other Websites

Rotherham Parents Forum Limited website contains links to other websites. Rotherham Parents Forum Limited 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 using the details below:

- by email to: dataprotection@rpcf.co.uk
- by post to: Eric Manss Building, 45 Moorgate Street, Rotherham, S60 2EY
- by telephone: 01709 296262

By proceeding to register on the website or access support services, you are consenting to your personal data being collected and used as stated in this Privacy Notice.