

Privacy Policy

Date of Issue: December 2025

Supersedes: Version 2 (March 2020)

Next Review Due: December 2026 or sooner if legislation or practice changes

1. Introduction

This Privacy Policy explains how Rotherham Parents Forum Limited (“RPFL”, “we”, “our”, or “us”) collects, uses, stores, and protects personal information about parents, carers, neurodivergent adults, and children and young people (CYP) who engage with us.

We are a registered charity, and we aim to empower and support parent carers, young people with SEND and neurodivergent adults in Rotherham. We foster a community that champions Inclusion, understanding, and raises public awareness to ensure that individuals are recognised, heard, and supported to overcome any inequalities they might face.

We take your privacy seriously and process personal data in accordance with the [UK General Data Protection Regulation \(UK GDPR\)](#) and the [Data Protection Act 2018](#).

2. About Us

Data Controller: Rotherham Parents Forum Limited

Address: 45 Eric Manns Building, 45 Moorgate Street, Rotherham, S60 2EY

ICO Registration Number: ZA696266

Data Protection Officer: Matthew Hodgkinson

Email: dataprotection@rpcf.co.uk

Telephone: 01709 296262

3. What Personal Data We Collect

- We collect personal information directly from you when you complete online forms (via Office 365 or our website), make a booking, join our mailing list, or use our support services.

Depending on your interaction with us, we may collect:

- Name, postal address, email, and phone number
- Dates of birth (you and/or your child or young person)

- Details of diagnosed or suspected SEND or neurodivergence
- Ethnicity (optional)
- Employment Status (optional)
- Health information such as GP details or NHS number
- School or educational setting attended by your CYP
- Information about any Education, Health and Care (EHC) plan
- Details of other agencies involved with your family
- Your feedback and views about your concerns or experiences
- Information necessary for event bookings or referrals

We may also collect data about website usage (via cookies or analytics) to improve our online services.

4. How We Use Your Data

We use your personal data to:

- Provide information, advice, and guidance services
- Process event bookings, membership, or referrals
- Communicate with you regarding your support or enquiries
- Deliver email newsletters or text updates (with consent)
- Monitor and improve the quality and accessibility of our services
- Contribute anonymised data to the NHS Mental Health Services Data Set (MHSDS) where required
- Meet legal or regulatory obligations

We will only use your data for the purpose it was collected and will not sell or rent your information to any third party.

5. Lawful Bases for Processing

We process personal data under the following lawful bases [\(Article 6 UK GDPR\)](#):

- 6(1)(b) Contract: To deliver services or process your booking or membership.
- 6(1)(c) Legal obligation: To comply with our statutory duties.
- 6(1)(d) Vital interests: To protect the well-being of a child, young person, or vulnerable adult.
- 6(1)(f) Legitimate interests: To operate effectively as a non-profit organisation and improve our services.

For special category data (e.g. health, ethnicity, neurodivergence, SEND), processing is lawful under [Article 9\(2\)\(h\) \(provision of health or social care support\)](#) and, where appropriate, [Article 9\(2\)\(a\) \(explicit consent\)](#).

6. Children, Young People and Neurodivergent Adults

We recognise the importance of protecting personal data for children, young people, and neurodivergent adults.

- For children under 16, personal data is collected only from, or with the consent of, their parent or carer.
- Our services for children are aimed at families and are not directly targeted at children under 13.
- We comply with the [ICO's Age-Appropriate Design Code \(Children's Code\)](#).

7. Marketing and Communications

We send newsletters and updates by email or text message to those who have opted in. You can withdraw consent or update your communication preferences at any time by:

- clicking the "unsubscribe" link in emails, or
- contacting us at dataprotection@rpcf.co.uk

We comply with the [Privacy and Electronic Communications Regulations \(PECR\)](#) for all electronic marketing.

8. Who Has Access to Your Data

Your data will be accessed only by authorised RPFL employees or volunteers who require it to perform their duties.

We may share limited data with trusted data processors who provide IT, communications, or administrative services. All processors act under written agreements that comply with [Article 28 UK GDPR](#) and may not use your data for their own purposes.

When we share information with NHS Digital as part of the MHSDS, this is done in an anonymised or pseudonymised form.

9. International Transfers

We do not routinely transfer personal data outside the UK. If such a transfer becomes necessary, we will ensure that appropriate safeguards are in place, such as an adequacy decision or standard contractual clauses.

10. How Long Do We Keep Your Data

We only keep your personal data for as long as necessary for the purpose it was collected.

- Membership data: retained while you are a member.
- Counselling records: retained for seven years after your last contact with the service, in

accordance with professional record-keeping standards.

- Support and administrative files: retained for up to two years after case closure if no further contact or activity occurs.
 - Legal or safeguarding records: retained for the period required by law.
- After the retention period, data is securely deleted or anonymised.

11. Security of Your Data

We implement appropriate technical and organisational measures to keep your information secure, including encryption, access controls, and safe storage within our Office 365 domain and website. Access is restricted to authorised personnel only.

12. Automated Decision-Making and Profiling

We do not carry out any automated decision-making or profiling that has legal or significant effects on individuals.

13. Your Rights

Under the UK GDPR, you have the following rights:

- To be informed about how your data is used
- To access a copy of your data
- To correct inaccurate information
- To request erasure (“right to be forgotten”)
- To restrict or object to processing
- To data portability (in limited cases)
- To withdraw consent at any time

To exercise these rights, contact us via email, post, or phone (see Section 2). We may need to verify your identity before fulfilling a request. We will respond within one month.

14. Complaints

If you are unhappy with how we handle your data, please get in touch with us first so we can try to resolve it.

If you remain dissatisfied, you can complain to the Information Commissioner’s Office (ICO).

Website: <https://ico.org.uk/concerns/>

15. Updates to This Privacy Policy

We review this policy regularly and may update it to reflect changes in law or our practices. The most recent version will always be available on our website. Significant changes will be

communicated directly where appropriate.

16. Contact Us

If you have any questions about this policy or how we handle your data:

Email: dataprotection@rpcf.co.uk

Post: Eric Manns Building, 45 Moorgate Street, Rotherham, S60 2EY

Telephone: 01709 296262