

Parent Carer Community (PACC) privacy policy

This privacy notice provides details about how PACC collects and uses information about you (your “personal data”) if you are a:

- a parent or family carer who had registered as a member or subscribed to *PACC’s mailing list*
- *a subscriber to the PACC mailing list*
- a participant in a PACC activity
- a sibling or other family member
- a representative of external organisation including SEND practitioners, activity providers and other suppliers
- a volunteer

PACC is the ‘Controller’ of your personal data that we collect and use, meaning we are the legally responsible for deciding how and for what purposes your personal data is used, shared and retain and ensuring compliance with our responsibilities under applicable data protection law, including the UK General Data Protection Act (GDPR).

Our privacy notice is written primarily for parent/family carers and other adults who engage with PACC.

Contact us

If you have any questions about the PACC privacy notice, data protection rights requests or queries, please contact PACC by email at: info@paccshropshire.org.uk

While we hope to be able to resolve any concerns you have about the way that we collect and use your personal data, you also have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with the GDPR or have any wider concerns about our compliance with data protection law. You can do so by calling the ICO helpline on 0303 123 1113 or via their website at www.ico.org.uk

About PACC

PACC is a charitable incorporated association (CIO), which was established in 2026 to provide a new structure for the Shropshire Parent and Caer Council, an unincorporated members association with charitable status established in 2008. Following agreement of the members, the charities assets, including personal data was transferred to the new CIO.

PACC is led by a board of trustees. Our members and community are parent/family carers of children and young people up to and including 25 years with special educational need and/or disability (SEND) residing in or accessing services in Shropshire local authority area.

Our purpose is to empower parent/family carers in Shropshire to actively contribute to the design and review of the services that the children and young people they care for use. We do this by providing opportunities for parent carers to share their experience and knowledge of what works or doesn't work in the everyday lives of families with children and young people with SEND.

We connect SEND families and offer support and essential information about the SEND system. PACC also organises events and programmes including the Healthy Lives Programme for children and young people with SEND and their families.

Our website

PACC's website has been developed and hosted on our behalf by Clear Design Consultancy Limited.

When you access our website, the webserver logs your Internet Protocol (IP) address (a unique set of numbers that identifies one or more devices on a computer network), browser identifier and the time of access.

The PACC website uses cookies. A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or other electronic devices) when you use the website.

What personal data PACC collects or uses

PACC collects or uses the following personal data:

- Your name and contact details including your postal address, email address and phone number.
- Your role e.g. parent/family carer, SEND practitioner, supplier, volunteer etc.
- Where applicable, details of your child/children with SEND and other family members (if relevant) and your experiences of the SEND system.
- Communications – details of communications between us.
- Marketing and communications preferences – how and whether you want us to contact you for marketing purposes.
- Where applicable, your membership status and details relating your current and previous participation in PACC activities.

If you or your child wishes to participate in a PACC event/activity we will collect or use some or all of the following additional personal data relating to the participant:

- Date of birth and age group
- Sex, gender and preferred pronouns
- Details of activities you/they wish to access or have previously accessed
- Details of disability and/or SEND and any specific support needs
- Details of any medical and wider needs
- Emergency contact details
- Dietary requirements and allergies

If you are a PACC volunteer or activity provider, we will collect some or all of the following personal data, where necessary:

- Qualifications, skills and any relevant training records
- Criminal record check content
- Information about your background, experience, achievements and interests

If you are paying for PACC services or we are paying your expenses, or for services provided to PACC as supplier, we will collect or use your payment details.

Why we collect and use your personal data

- **To conduct PACC business, including managing the relationship with our community and sending you information about our activities.**

If you are a parent or family carer or a PACC volunteer, we will use your personal data for general communication purposes, including to inform you about events and invite you to attend and participate in meetings relevant to you.

- **To administer PACC events**

If you or your child registers for a PACC event or activity, we will use the personal data you provide to communicate with you about the applicable arrangements and to allocate suitable activities.

Where events/activities are over-subscribed, we maintain a waiting list and will contact you if a space becomes available.

If you are asked to complete any event evaluation forms, you can do so anonymously unless you want us to contact you about the feedback you have provided.

- **To operate PACC events and activities**

If a child or young person participates in a PACC activity, we will use contact details and emergency contacts and any relevant lifestyle information including specific needs and dietary requirements (if required).

Dependent on the nature of the activity, we may need to collect additional information about the children or young person to support their needs and ensure their wellbeing. We will disclose this information to an activity provider where necessary.

- **To support the individual needs of participants accessing our events and activities**

We recognise our responsibility to ensure individuals with disabilities and other support needs can access our activities and anyone with a relevant medical condition is not harmed through their participation in our activities. We

may need to ask participants in some of our activities to provide details of any relevant medical conditions/injuries and disabilities. for the following purposes:

- To undertake risk assessments and make any appropriate adaptations e.g. to training programmes and to ensure your safety whilst taking part in any activities; and
- To make reasonable adjustments to support people with disabilities to access the services we provide.

- **To take photos and video at PACC events**

With consent, we will take photographs and video capturing participants at our events, which will be used for promotional purposes. We publish images on our website, social media account and in our communications and occasionally we will share images with journalists. Any footage of children and young people with SEND will be published in accordance with our safeguarding policy.

- **To contact individuals to invite them to volunteer or present at PACC events.**

We will use your contact details to ask you to volunteer or if we wish to invite you to present at one of our events. We may promote your involvement via our website and through social media. We will usually seek feedback from participants about activities and presentations.

- **To undertake surveys and research about your/your child's experiences**

As part of PACC's Influence and Change work we will send you details of surveys and research opportunities that you maybe be interested in. This allows you the opportunity to share your experiences and views to shape local and national SEND decision making.

- **To send communications by email to you if you subscribe to our mailing list**

If you register with PACC as a parent / family carer or practitioner subscriber, with your consent, we will send you our newsletter by email and any other news and updates about our activities and the SEND system that we think will be of interest to you. You can ask us to stop sending you this information at any point by responding to the relevant communication with the word 'UNSUBSCRIBE'. We will then remove you from our marketing list.

- **To comply with applicable legal and regulatory obligations**

We may need to use your personal data to comply with a legal obligation. This includes but is not limited to:

- As part of our response to any accident, incident or safeguarding concern.
- Accounting, auditing, compliance and administration practices.
- To maintain records of amendments to consents and to create suppression lists to ensure people who object to processing or withdraw their consent are excluded from the relevant processing activity.

We may also need to use information about you relating to the above activities to exercise or defend legal claims.

Where we obtain your personal data

We collect and uses personal data from our members and subscribers and in some instances, with your agreement, we may receive your personal data from practitioners within the SEND system.

In addition, we will also collect personal data from the following other sources:

- Directly from you or a family member or carer
- In any complaints and communications received by PACC including via our social media accounts
- In event/activity evaluation forms, through research and feedback
- In photographs or video footage taken at PACC events
- When completing an accident or incident report or undertaking investigations
- In a reference
- In a publicly accessible source e.g. a website, on social media or in another media publication.
- From our activity providers and other service providers.
- From SEND practitioners or other organisations with your consent.

Our lawful bases for collecting and using personal data

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal data. The different legal bases PACC relies on are:

Consent: This is when you have agreed for us to use your personal data for a specific purpose, for example when we send marketing communications to you.

Legitimate interests: This is where it is necessary for PACC to collect and use your personal data for purposes that are in the interests of PACC or another organisation, providing that these interests are not overridden by your individual interests, rights and freedoms.

Performance of a contract: This is when the collection and use of your personal data is necessary to comply with a contract that PACC has with you or to enter into a contract with you, for example to provide services to you or to receive services from you.

Legal obligation: We are required to process your personal data to comply with a legal obligation.

Vital interests: The processing of your personal information is necessary to protect you or someone else's life.

The table below shows why we use your personal data and applicable legal basis.

Legal basis	Purposes
Legitimate interests	• To operate PACC in accordance with its governing document including the administration of PACC trustee meetings and General Meetings. • To provide services to our members, community, subscribers and their children with SEND. • To undertake research • To respond to complaints, queries, concerns and claims • To promote PACC events to our members and community • To verify that participants in PACC meet any other applicable criteria, such as age. • To share information with other organisations for safeguarding purposes. • To communicate with you about activities you have register for and respond to any general queries and complaints. • To make contact with an appropriate person in the event of an accident or emergency. • To promote PACC and our activities by publishing information about our events on our website and through social media. • To investigate and respond to complaints and misconduct. • To apply for funding and meet funding conditions including providing evidence of the outcomes and impact of the funding.
Performance of a contract	• To process any required payments for activities you have requested and to provide those services to you.
Legal obligation	• To make reasonable adjustments for disabled people under the Equality Act 2010 • To undertake risk assessments and discharge other health responsibilities. • To ensure we comply with our duty of care to others • To response to requests from you about your personal data. • To maintain necessary financial records

	To comply with any other legislation that applies to PACC
Consent	- To send you electronic marketing - To take photographs and video footage
Vital interests	To disclose your personal data to emergency services where you are unable to do so where we reasonably believe someone's life is a risk.

Special categories of personal data

Special categories of personal data are a category of information that is more sensitive and requires greater protection. Some of the information we process falls into this category (e.g. health/medical data or any information you provide to us about a disability or your religion, race or gender identity). It is unlawful for organisations to process this type of information unless an additional legal condition applies. We will only process this type of information if one of the following applies:

- You have given your explicit consent or have made this information public;
- We are required to do so to establish, exercise or defend a legal claim;
- We are required to do so to comply with employment or social security or social protection law;
- It is in your vital interests and you are unable to provide consent e.g. if you are unconscious or do not have sufficient mental capacity; or
- There is a substantial public interest in doing so including:
 - Support for individuals with a particular disability or medical condition
 - Safeguarding of children and individuals at risk

Why we share information about you

We share information about you with the following recipients (or categories of recipients) for the following reasons:

- To activity providers where this is necessary to ensure safe participation in the activity and ensure needs are met by the provider.
- To Her Majesty's Revenue & Customs (HMRC), Health & Safety Executive (HSE), Police, Charity Commission and Information Commissioner's Office (ICO) - where it is necessary to comply with legal and/or regulatory responsibilities.
- To other organisations where it is necessary to safeguard children and adults at risk. Any information that is shared will be limited to what is required to ensure individuals are protected from harm and will be carried out in accordance with the law and relevant government guidance.
- With our funders and/or their auditors to fulfil our obligations under the funding agreement, such as providing evidence of the outcomes and impact of the funding and for the inspection of any records relating to the funded project and grant.
- Insurance providers for claims purposes
- Legal and professional advisors where necessary to obtain advice.
- With social media providers to promote PACC activities
- For research purposes

- With service providers where it is necessary to provide the service e.g. our website provider/host and analytics providers, our IT service providers. All service providers are contractually required to ensure your information is secure and cannot use this information for their own purposes. Where we are required to share information with them to provide the service, we only disclose information that is necessary to deliver the service.

How long we keep your personal data

We will not keep your personal data for longer than we need it for the purpose for which it is used. Different retention periods apply for different types of personal data.

We will delete parent and family carer records within one-year of their disabled family member reaching 26 years of age, unless the family carer wishes to continue to be part of our community.

Additional information that has been provided solely for the purpose of participating in a specific event or activity (such as information about your specific access and/or support needs or emergency contact details) will be deleted after the event unless you or your children are taking part in ongoing activities e.g. Healthy Lives or it is necessary to retain the information for legal or insurance claims purposes.

Registration for Healthy Lives is required annually; with previous years registration details being deleted within three months of the start of the following year.

All personal data collected for the PACC Navigator Service is stored anonymously with an identifying number to collect themes. Personal data is deleted following 12 - month check-in if families do not want to continue accessing the service.

If you registered as a practitioner, we will maintain your details until you contact us to ask for them to be removed. You can do this by replying UNSUBSCRIBE to any contact from PACC or by emailing us on info@paccshropshire.org.uk

We will delete any images captured for promotional purposes after 5 years. Where images have been published on social media, these platform providers may continue to process your data after our retention period has lapsed.

We will retain any financial/accounting records for 7 years.

Some records, such as incident reports and safeguarding concerns are retained for longer periods as necessary and where relevant in line with applicable claims limitation periods.

Following the end of the of the relevant retention period, we will securely delete or anonymise your personal data.

Transfers of data out of the UK

Countries outside the UK have differing data protection laws, some of which may provide lower levels of protection for your personal data. It's sometimes necessary for us to transfer your personal data to countries outside the UK. When doing so we will comply with the UK GDRR and make sure there are appropriate safeguards in place to protect your personal data.

All personal data is stored on servers in the UK. PACC will only transfer to a country outside the UK in limited circumstance where:

- the UK government has decided the applicable country ensures an adequate level of protection of personal data (known as an 'adequacy regulation'). A list of these countries is available [here](#);
- there are appropriate safeguards in place, together with enforceable rights and effective legal remedies for you; or
- a specific exception applies under relevant data protection law

Individual rights

You have the following rights under the UK data protection law:

- **Your right of access** - You have the right to ask PACC for copies of your personal data. You can request other information such as details about where PACC obtained your personal data from and who we share it with. There are some exemptions which means you may not receive all your personal data.
- **Your right to rectification** - You have the right to ask us to correct or delete your personal data if you think it is inaccurate or incomplete. PACC will either make the requested amendments or provide an explanation as to why we are not making changes
- **Your right to erasure** - You have the right to ask us to delete your personal data.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal data.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal data you provided to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

[Click here](#) to learn more about your rights.

Changes to the privacy notice

We keep our privacy notices under regular review. This privacy notice was updated on 7 July 2026 to include information about how we share information with our funders.

We may change this privacy notice from time to time, when we do, we will inform you via our website and by email if we have your contact details.