

PaCC Privacy Notice

Easy Read

Parent Carer Community Shropshire

We keep your information safe.

We only collect the information we need to help families, organise activities and improve SEND services.

What information do we collect?

- Your name and contact details
- Information about your child or young person's SEND or support needs
- Things you tell us about your experiences
- Records of events and activities
- Medical or emergency information if needed to keep people safe
- How you would like us to contact you

1 Your name and contact details

Like your name, address, phone number and email.



2 Information about your child or young person's SEND or support needs

This helps us understand the support that works best.



3 Things you tell us about your experiences

Like what is going well and what could be better.



4 Records of events and activities

For example, meetings you attend or fun things you take part in.



5 Medical or emergency information

If we need this to keep you safe and look after you properly.



6 How you would like us to contact you

Like email, phone calls or text messages.



Why do we collect your information?

- To keep in touch with you
- To organise activities and events
- To support children and young people safely
- To improve services
- To send newsletters if you have asked for them
- To follow the law

1 To keep in touch with you

So we can share important information and stay in touch.



2 To organise activities and events

So we can invite you, plan fun things and let you know what's happening.



3 To support children and young people safely

So we can understand needs, keep everyone safe and provide the right support.



4 To improve services

So we can learn what works well and make things better for everyone.



5 To send newsletters if you have asked for them

So we can share news, updates and helpful information.



6 To follow the law

So we can do what we are legally required to do and protect your rights.



Who do we share your information with?

Only when we need to.

- Activity providers supporting your child/ young person
- Organisations that help keep children and adults safe
- Organisations that fund our work
- Companies that help us run our website and IT

We NEVER sell your information.

1 Activity providers supporting your child

For example, clubs, groups or services we work with to provide activities and support.



2 Organisations that help keep children and adults safe

For example, the police or social care, when it is needed to keep someone safe.



3 Organisations that fund our work

For example, local councils or charities that give us money so we can provide our services.



4 Companies that help us run our website and IT

For example, companies that host our website or help us keep our information safe and secure.



How long do we keep your information?

- Membership records: kept unless you ask to unsubscribe
- Event information: until it is no longer needed
- Photos and videos: up to 5 years
- Financial records: 7 years
- Some safeguarding records must be kept longer by law

Your rights

- Ask to see your information
- Ask us to correct mistakes
- Ask us to delete information in some situations
- Ask us to stop using your information
- Change your mind if you gave permission

Questions?

Email: info@paccshropshire.org.uk

If you are unhappy, contact the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Phone: 0303 123 1113

Remember

- We keep your information safe.
- We only use it when we need to.
- We never sell your information.
- We respect your rights.