



A voice for families of children and young people with special educational needs and/or disabilities

Data Protection Policy

Reading Families' Forum (hereafter 'RFF') sets out how we will deal with personal data. This includes information regarding Special United, our SEND youth forum.

RFF work to ensure that families, volunteers, employees and contactors have control over the personal data they give us and to ensure we comply with the Data Protection Act 2018. All our volunteers, employees and contractors are expected to comply with this policy.

WHAT PERSONAL DATA DO WE COLLECT?

The personal data that we keep will be adequate, relevant and limited to what is necessary to perform our charity functions.

When parent carers express an interest in becoming a member of RFF, attend our events and/or express an interest in receiving information from us, they will be asked to provide:

- Name
- Home address
- Email address
- Telephone number
- If a child attends an event, we also ask for the child's name, age, diagnosis (if any) and needs sufficient for workers to care for a child and ensure that they get the most out of the event, such as their access needs.

Families can opt out of this at any time by contacting the Participation Coordinator fran@readingfamiliesforum.co.uk

We retain the following information about employees, volunteers and contractors name, date of birth, contact details, current employer and role plus your DBS certificate number, application form and references.

HOW DO WE COLLECT THIS PERSONAL DATA?

All the information collected is obtained directly from families on the membership form or event application form. We will ask for families consent for us to store and use their data. Their consent is required in order to ensure our compliance with data protection legislation.

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Registered Charity No. 1166585

Reading Families' Forum

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Information for RFF and Special United Events are also obtained directly from families, from the registration and/or application forms.

RFF attend meetings with the Local Authority and health services to discuss service developments. Information about individual families is not routinely shared in these meetings. If information is inadvertently shared, RFF do not record or disclose this information unless there is a safeguarding concern.

If families share information about their circumstances at events, only anonymised information is recorded so that we can make service providers aware of families' experiences. The exception to this is if the family share information which suggests there is a safeguarding concern.

Volunteers, employees and contractors are required to complete application forms, supply references and a current DBS form; they will be told what information we record.

HOW DO WE USE YOUR PERSONAL DATA?

We use your personal data:

- To let families know about RFF activities, e.g. coffee evenings, AGMS and Special United Events.
- For administration, planning and management by the Trustees of RFF.
- To monitor, develop and improve the provision of our RFF activities.
- For employees and volunteers working for RFF running child care or Special United Events to ensure children and young people's needs are met safely.

We use anonymised information about service users' experiences in our contact with other agencies. The exception to this is where a parent carer has consented to information being shared, a young person over 16 is able to give consent and has consented, or there is a safeguarding issue.

We will send families messages by email, other digital methods, telephone and post to advise them of RFF events.

We use information held on staff for employment purposes and to review a DBS check online where applicable.

WHO DO WE SHARE YOUR PERSONAL DATA WITH?

We may disclose information about families, including personal data:

- Internally - to RFF Trustees and staff.

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- Child care information is shared with employees or volunteers providing child care at RFF events. Sessional staff are asked to confidentially destroy all information after the event. Other staff will retain information securely in accordance with the above.
- If we have a statutory duty to disclose it for other legal and regulatory reasons, such as safeguarding cases.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

Information about a family will only be stored as long as a family want to be a member or want to be on our distribution list. Child care information and information for Special United are stored to evidence staffing provided at the event, in case of any query, for a maximum of 2 years.

The exception to the above are instances where there may be legal or insurance circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the family will be informed as to how long the information will be held for and when it is deleted.

Information about volunteers, employees and contractors is kept for 3 years after a member of staff has left employment. As with members, the exception to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst this is investigated or resolved. Where this is the case then the member/s will be informed as to how long the information will be held for and when it is deleted.

Any photos of families that are taken at events are, with their permission, are uploaded to social media and/or our website and all photos will then be deleted from personal phones.

HOW DATA CAN BE UPDATED OR CORRECTED

RFF want our data to be up to date and accurate. Families and staff are asked to inform RFF of changes to their personal data by contacting the RFF Participation Coordinator. Out of date information will be corrected or deleted.

Our contractor will be informed of any changes related to their work as the RFF bookkeeper.

Email: fran@readingfamiliesforum.co.uk

Should you wish to view the information that RFF holds on you, you can make this request by contacting RFF Participation Coordinator. We will supply this information within one month.

HOW DO WE STORE YOUR PERSONAL DATA?

Families' information is held on an encrypted spreadsheet and accessed by the Trustees and employees only as needed. Paper copies referring to particular events are stored securely.

www.readingfamiliesforum.co.uk

Registered Charity No. 1166585

Reading Families' Forum

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Information about employees, volunteers and trustees are held on separate, encrypted spreadsheets.

Volunteers, employees and contractors are expected to keep their computer software up to date and to have up to date privacy and antivirus software uploaded to protect personal data held on their computers.

DATA BREACH NOTIFICATION

If a data breach occurs, action shall be taken to minimise the harm by ensuring that all the Trustees and coordinator are aware that a breach has taken place and how the breach has occurred. The Trustees shall then seek to rectify the cause of the breach as soon as possible to prevent any further breaches occurring. The Trustees shall also contact any relevant families, volunteers, employers or contractors, to inform them of the data breach and actions taken to resolve the breach.

The Trustee board will notify the Information Commissioner's Office within 72 hours.

AVAILABILITY AND CHANGES TO THIS POLICY

This policy is available on request and on our website www.readingfamiliesforum.com. This policy will be reviewed regularly and may change from time to time as required by new legislation. If we make any material changes we will make families aware of this via the website.

WEBSITE TERMS OF USE

The content of the website is for information and interest and, while every effort is made to ensure that the information is accurate and up to date, this cannot be totally guaranteed. The links to other websites have been provided in good faith but RFF has no responsibility for, nor has it any control over, their content and RFF does not necessarily endorse any views expressed therein. RFF is not responsible for the Privacy Policies or practices of third party websites.

CONTACT

If you have any queries about this Policy, need it in an alternative format, or have any complaints about our privacy practices, please contact:

Email: fran@readingfamiliesforum.co.uk

You can also find out more information at the Information Commissioner's Office [Information Commissioner's Office \(ICO\)](#)

Policy review date: April 2026

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