



Privacy Notice – How we use your personal information

Purpose of this Privacy Notice

This Privacy Notice tells you what to expect when Malvern Special Families processes personal information. It applies to information about our service users. It tells you the purposes for which we may process your personal information, the legal basis and your rights with respect to processing. Processing includes any operation which is performed on your personal information including just keeping your information.

Why do we collect and store personal information?

Malvern Special Families need to collect, process and store personal information about you, your child and other contacts. We do this to deliver efficient and effective services.

Information we may hold about you and how we use it

The personal information we hold on our records concerns our relationship with you and your family. For example:

- We hold names and dates of birth of your child so that we can deliver an appropriate service to them.
- We hold contact details for you so we can communicate with you about our services. When you provide information about other household members, carers/guardians and emergency contacts we assume that you do so with their full knowledge and consent.
- We record information about your child's needs. Examples of this are which school your child attends and if you have a social worker. We also ask you in detail for information regarding their specific needs including details on bathroom management, sensory & communication, mobility, learning and development, play and medical needs on our Child & Young Person Information Form. We record this information so that we can ensure that we are able to meet all their needs and support them appropriately at our clubs. We record individual risk assessments for each child to ensure that we keep everyone safe and provide the right level of support to all children and young people. We record changes in your circumstances. For example, changes in contact details or the specific needs of your child. We record all accidents and incidents, attendance registers, club trips and outings consent forms, child protection records, Team Teach interventions, medical administration consent forms and epilepsy management forms – this list is not exhaustive. We do this to ensure that we deliver the best services and comply with good practice, legal guidelines, funding contracts and OFSTED registration.
- We keep financial records about the amount of money you have paid us, any amount(s) outstanding and action taken to recover money you owe.
- We record the findings of surveys and other research to help us improve our service to customers. The information you provide will be anonymous unless you agree that we can use your details.

This list is not exhaustive, as we hold records of most contact we have with you, or about you. We process this information so we can deliver services to you and your child. Generally the information we hold will have been provided by you (on the Child and Young Person Information registration form, via enquiry emails or telephone conversations or when we communicate with you). However, we may also hold information provided by third parties where this is relevant. An example would be social workers, teachers, health professionals (such as doctors, physiotherapists, occupational therapists).

We will only ask for personal information that is appropriate to enable us to deliver our services. In some cases you can refuse to provide your details if you deem a request to be inappropriate. You should note

that this may impact our ability to provide some services to you if you refuse to provide information that stops us from being able to do so.

How we manage your personal information

We process your personal information in accordance with the principles of General Data Protection Regulation (GDPR).

We will treat your personal information fairly and lawfully and we will ensure that information is:

- Processed for limited purposes;
- Kept up-to-date, accurate, relevant and not excessive;
- Not kept longer than is necessary;
- Kept secure.

Access to personal information is restricted to authorised individuals on a strictly need to know basis.

We are committed to keeping your personal details up to date and ask that you inform us about any changes needed to ensure your details are accurate.

We may ask you security questions to confirm your identity when you call us. This is to help us to protect the confidentiality of your personal information. We will not discuss your personal information with anyone other than you, unless you have given us prior written authorisation to do so.

Legal basis for processing

Our main legal basis for processing personal data is where it is necessary for the purposes of the legitimate interests pursued by Malvern Special Families or by a third party to process your information in order to deliver our services. We can do that so long as we do not interfere with your fundamental rights or freedoms.

The other reasons we can rely upon to process your personal information under the General Data Protection Regulation is as follows:

- With your consent (i.e. agreement) to us processing your personal information. You can withdraw your consent at any time. This is explained further below in the section entitled 'Your rights';
- Where we are under a legal obligation or an obligation under a contract to process/disclose the information;
- Where we need to protect the vital interests (i.e. the health and safety) of you or another person.

Special categories of personal data are defined within the regulation and covers racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, processing or genetic or biometric data for the purposes of identifying a natural person, data concerning health or data concerning a person's sexual orientation. The legal basis for processing these special categories of personal information is more limited. To lawfully process special categories of personal data, we must identify a lawful basis for the processing and meet a separate condition for the processing. The basis on which we can use these are:

- With your consent;
- Where we need to protect the vital interests (i.e. the health and safety) of you or another person;
- Where you have already made your personal information public;
- Where we or another person needs to bring or defend legal claims; and/or
- Substantial public interest grounds

Periods for which we will store your personal information

We will only hold your records during the period of our relationship with you and for a set period afterwards to allow us to meet our legal obligations. This includes resolving any follow up issues between us. For example, we will hold information about you and your child for the duration of the time you attend our services. When your child leaves our service we have to keep most records until the child reaches the age of 25. Team Teach records must be kept for 25 years from the date of the most recent incident recorded. Accident and incident records will be kept for 25 years after the incident.

Sharing your personal information

Normally, only Malvern Special Families staff will be able to see and process your personal information. However, there may be times when we will share relevant information with third parties. We do this for the purposes as outlined above or where we are legally required to do so. When sharing personal information, we will comply with all aspects of the General Data Protection Regulation. Sensitive information about health, sexual life, race, religion and criminal activity, for example, is subject to particularly stringent security and confidentiality measures.

Where necessary or required, we may share information as follows:

- With third party service providers, in connection with services performed on our behalf. Our relationships with such providers are governed by our contracts with them which include strict data sharing and confidentiality protocols.
- With other statutory organisations e.g. social services and health authorities, as necessary for exercising statutory functions.
- With our regulator, OFSTED to comply with our regulatory obligations.

This list is not exhaustive as there are other circumstances where we may also be required to share information, for example:

- To meet our legal obligations
- In connection with legal proceedings (or where we are instructed to do so by Court order)
- To protect the vital interests of an individual (in a life or death situation)

Your rights under the General Data Protection Regulation (GDPR)

Data Protection Regulation law grants you certain rights ('information rights') which provide :

Right of access and of data portability	You have the right of access to information we hold about or concerning you and/or to have it transferred to another data controller in some circumstances. If you would like to exercise this right you should contact us as outlined below.
Right of rectification or erasure	If you feel that any data that we hold about you is inaccurate you have the right to ask us to correct or rectify it. You also have a right to ask us to erase information about you where you can demonstrate that the data we hold is no longer needed by us. Your right of rectification and erasure extends to anyone we have disclosed your personal information to and we will/shall take all reasonable steps to inform those with whom we have shared your data about your request for erasure.
Right to restriction of processing	You have a right to request that we refrain from processing your data where you contest its accuracy, or the processing is unlawful and you have opposed its erasure, or where we don't need to hold your data anymore but you need us to in order to establish, exercise or defend any legal claims, or we are in dispute about the legality of our processing your personal data. If you need us to correct any mistakes please email admin@malvernspecialfamilies.org.uk .
Right to object	You have a right to object to our processing of your personal data where the basis of the processing is our legitimate interests including but not limited to direct marketing and profiling. To object to our processing of your personal data please email admin@malvernspecialfamilies.org.uk .

Right to Withdraw Consent	You have the right to withdraw your consent for the processing of your personal data where the processing is based on consent. To withdraw consent please email admin@malvernspecialfamilies.org.uk .
Right of Complaint	You also have a right to lodge a complaint about any aspect of how we are handling your data with the Information Commissioner's Office who can be contacted at www.ico.org.uk .

Changes to this Privacy Notice

We keep our privacy notice under regular review and will place any updates on our website; you will be notified of any major changes to this policy.

Identity and contact details of Controller

Malvern Special Families is the controller of personal information for the purposes of the Data Protection Act. The data controller is responsible for deciding how your information is used and ensuring it is private and secure.

The individual responsible for data protection compliance at Malvern Special Families is the Data Protection Officer. They can be contacted at: admin@malvernspecialfamilies.org.uk.

Malvern Special Families
 First Floor offices
 73 Church Street
 Malvern
 WR14 2AE
 Tel: 01684 892526

Further information

For further information on how to request your personal information please contact the Data Protection Officer. You can also contact the Data Protection Officer for further details of how and why we process your information, using the details above.

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body and one of their primary functions is to administer the provisions of the Data Protection Act.

You have the right to complain to the ICO if you think we have breached the Data Protection Act. You can contact the ICO at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
 0303 123 1113 / <http://www.ico.org.uk/>

Contacting you

We may contact you to deal with matters about the service we are delivering to you. We will also contact you when we need to consult with you about any proposed changes to our service.

“We” “us” or “Malvern Special Families” means Malvern Special Families.

Malvern Special Families

First Floor Offices, 73 Church Street, Malvern WR14 2AE
 Tel: 01684 892526 • admin@malvernspecialfamilies.org.uk • www.malvernspecialfamilies.org.uk
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