

Privacy Notice and GDPR Policy

Our contact details

Data Protection Officer: Samantha Read

Address: 57a Highcliffe Road, Wickford, SS11 8JP

Phone Number: 07972184170

E-mail: info@takiwatangasupportservices.co.uk

What type of information we have

We currently collect and process the following information:

- Names, addresses, phone numbers and email addresses of parents/carers accessing our services.
- Names, dates of birth, medical conditions, SEN diagnosis information of children accessing our services.
- Names, addresses, phone numbers, email addresses and DBS information of all Trustees and anyone who volunteers to work for Takiwatanga Support Services.
- Names, addresses, phone numbers and email addresses of individuals and companies we work with to provide services.
- Names, addresses, phone numbers and email addresses of contacts at other relevant support services, e.g. EHWMS, LEA.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To access our support services and seek advice and enable us to respond to you
- To enable us to provide the correct support for your child whilst they are attending our events and to be able to contact you in the event of an emergency
- To enable us to ascertain your suitability to become a Trustee or volunteer.
- To enable us to communicate with our Trustees and Volunteers with regard to the running of the charity.

Information we get when you use our services

When you use our services, we collect information about which of those services you've used and how you've used them. We might know, for instance, that you attended a parent training course, interacted with a particular Facebook post, and

contacted us with a particular question. This information is only used to assist us in determining the number of people accessing our services and the type of help they require. We may share this data with grant providers and the Charity Commission, but any information that would specifically identify you or your child will not be disclosed.

We may also collect log information when you use our website. That information includes, among other things:

- details about how you've used our services.
- device information, such as your web browser type and language.
- access times.
- pages viewed.
- IP address.
- identifiers associated with cookies or other technologies that may uniquely identify your device or browser.
- pages you visit before or after navigating to our website.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us via the contact details at the top of this document.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to

- Provide the correct level of support at children's activities
- Contact you with news of events we are running and other services we provide – you can choose to opt out of these types of communication.

We may share this information with third party organisations that we employ to carry out children's activities, such as Happy Little Minds and Woodland Warriors.

We will not pass your information on to any third parties for marketing purposes.

How we store your information

Your information is securely stored at our office.

We keep your personal information for 2 years (unless you instruct us to delete it before that time). After 2 years we will contact you requesting your permission to retain the information for a further 2 years and also to check that the information we hold is up to date. If requested, we will then dispose of your information by deleting it from any databases and shredding any paper records.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us via the address, email, etc. above if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113