Privacy Policy

1. Introduction

At Rainbow Parents Carers Forum, we are committed to protecting your privacy and keeping your personal information safe and confidential.

We respect the trust that parents, carers and families place in us when they share information about themselves and their children.

We only collect and use personal information where we have a lawful reason to do so, in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

This policy explains what information we collect, why we collect it, how we use and protect it, and what rights you have regarding your personal information.

2. What personal information do we collect?

To support our members and deliver our services, we may collect the following information:

Personal information about parents and carers:

- Name.
- Home address.
- Telephone number.
- Email address.
- Membership details.

Information about your child or children:

- Name.
- Date of birth.
- Gender, where provided.
- School or educational setting, including mainstream, special school or home education.
- Disability, additional needs and relevant support requirements.

Other information:

- Information about other services you may use.
- How you heard about Rainbow Parents Carers Forum.
- Information provided through membership forms, surveys, feedback and consultations.
- Optional information such as ethnicity and other relevant demographic information.

Some of the information we collect, including information about disability, health and ethnicity, is classed as special category personal data under data protection law. This

information receives additional protection and will only be collected and used where we have an appropriate legal basis and condition for doing so.

You are not required to provide optional information.

3. How do we collect your information?

We collect personal information through:

- Our website.
- Online membership application forms.
- Paper membership forms.
- Surveys and questionnaires.
- Direct contact by telephone, email or in person.
- Feedback and consultation activities.

We will explain why information is being requested when we collect it.

4. Why do we collect and use your information?

Rainbow Parents Carers Forum uses personal information for the following purposes:

- To administer and manage membership.
- To communicate with members and respond to enquiries.
- To understand the needs and experiences of parents, carers and families.
- To help us plan and improve our services and activities.
- To provide information about our work, events and developments.
- To send newsletters, bulletins and organisational updates to members.
- To undertake surveys, research and consultation activities.
- To support organisational development and demonstrate the impact of our work.
- To prepare reports and provide evidence for funding applications and funding reports.

Where information is used for research, evaluation or funding purposes, we will use anonymous or aggregated information wherever possible.

We will not routinely provide identifiable member or children's information to funders or other organisations.

5. Our lawful basis for using your information

Data protection law requires us to have a lawful basis for collecting and using personal information.

Depending on the purpose, Rainbow Parents Carers Forum may rely on:

- **Legitimate interests:** where using information is necessary to administer the forum, communicate with members and support our organisational activities, provided this does not override individuals' rights and interests.

- **Consent:** where you have freely agreed to a particular use of your information, including the collection and use of optional sensitive information where explicit consent is the appropriate legal condition.
- **Legal obligation:** where we need to use or retain information to meet a legal requirement.

For special category information, such as health, disability and ethnicity, we will also identify and document an appropriate additional condition under Article 9 of the UK GDPR.

Where we rely on consent, you can withdraw it at any time.

6. Newsletters and email communications

We send newsletters, bulletins and updates to keep members informed about Rainbow Parents Carers Forum, our activities, events and developments.

Where email communications constitute direct marketing, we will ensure that we have appropriate permission or meet the requirements of a lawful exception under electronic marketing legislation.

You can unsubscribe from marketing emails at any time by using the unsubscribe facility provided or contacting us directly.

We may still send essential membership or administrative communications where necessary.

We will not sell or provide your email address to other organisations for their marketing purposes.

7. Who do we share your information with?

We respect the confidentiality of our members and their families.

Rainbow Parents Carers Forum does not routinely share members' personal information with local authorities or other organisations.

We do not sell personal information or share it with other organisations for their marketing purposes.

Where necessary, we may use trusted service providers to help us operate our organisation, such as:

- Website hosting and website management providers.
- Email and newsletter distribution services.
- Online survey and membership form providers.
- Secure data storage and information management providers.

These providers may process information on our behalf and must be subject to appropriate confidentiality and data protection safeguards.

We may also disclose information where we are legally required to do so.

We will not share identifiable information about members or their children with funders or partner organisations unless we have an appropriate lawful basis to do so.

8. How do we protect your information?

We take appropriate steps to protect the personal information entrusted to us.

These include:

- Keeping paper records in secure storage.
- Restricting access to personal information to authorised people who need it for their role.
- Using appropriate password protection and security measures for electronic records.
- Taking care when sending or sharing personal information.
- Using appropriate safeguards when working with external service providers.

We take confidentiality seriously and expect anyone handling information on behalf of the forum to respect its confidentiality.

9. How long do we keep your information?

We will not keep personal information for longer than is necessary for the purpose for which it was collected.

We will periodically review the information we hold and securely delete or destroy information when it is no longer needed.

We will take account of membership arrangements, legal requirements, funding obligations and any other legitimate organisational needs when determining retention periods.

10. Your data protection rights

Under data protection law, you have rights in relation to your personal information.

These include the right to:

- Ask for a copy of the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Request the deletion of your personal information where the law allows.
- Ask us to restrict how we use your information in certain circumstances.
- Object to certain uses of your personal information.
- Request the transfer of certain information to another organisation, where applicable.
- Withdraw consent where we rely on consent to use your information.

These rights are subject to certain legal conditions and exemptions.

If you would like to exercise any of these rights, please contact Rainbow Parents Carers Forum using the contact details below.

11. Information about children

We recognise that some of the information we hold relates to children and young people.

We take particular care to protect children's personal information and only collect information that is relevant to the work of the forum.

Parents and carers should provide information about children only where they have the appropriate authority to do so.

We will handle children's information sensitively and will take account of their privacy rights and understanding as appropriate to their age and circumstances.

12. External websites

Our website may contain links to other websites and external services.

Rainbow Parents Carers Forum is not responsible for the privacy practices or data protection policies of other websites.

We encourage you to read the privacy policies of any external websites you visit.

13. Data protection complaints

We take concerns about the handling of personal information seriously.

If you are unhappy about how we have collected, stored or used your personal information, you can make a data protection complaint to us.

Please contact us using the details below and explain your concern.

We will acknowledge your complaint within 30 days, investigate it appropriately and provide an outcome without undue delay.

If you remain unhappy after contacting us, you have the right to raise your concern with the Information Commission (formerly the Information Commissioner's Office), the UK's independent data protection regulator.

Website: admin@rainbowpcf.org.uk

14. Contact Rainbow Parents Carers Forum

If you have any questions about this Privacy Policy, how we use your personal information or your data protection rights, please contact us.

Rainbow Parents Carers Forum

2A Cross Street
Arnold

Nottingham
NG5 7BL

Email: admin@rainbowpcf.org.uk

15. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our activities or the way we handle personal information.

The latest version will be made available on our website.

Last reviewed: October 2026