



Bridgwater Parent Support Group

Privacy and Cookies Policy

We want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

The Bridgwater Parent Support Group Privacy Policy may change so please remember to check back from time to time, this is version 1.0. If we make any changes to this Privacy Policy, we will make this clear on our website or contact you.

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1. Who we are

The Bridgwater Parent Support Group are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). This means that we are responsible for, and control the processing of, your personal information.

For further information about our privacy practices, please contact our Group Leader / Data Protection Officer by:

- Calling: 07704405324
- Emailing: c.m.cole20@gmail.com

2. How we collect information about you

Everything we do, we do to ensure that we can help parent carers wherever possible with both support and respect. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website, our Facebook page, receiving emails or telephone calls.

We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our meetings, attend our meetings, training events or contact us for any other information that we may be able to help you with.

When you visit our website: We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you.

We also use "cookies" to help our site run effectively. There are more details below – see 'Cookies'.

We only use anonymous information which does not identify individual visitors to our website.

3. Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, email address, postal address and telephone number as well as information you provide in any

communications between us. You will have given us this information by talking to one of our group leaders at a meeting or on the telephone if contacting us for information and/or advice.

We will use this information:

- To provide you with any information that you have requested.
- To update you with meeting dates, meeting changes, events, services or goods that may be of help to you.
- To keep a record of your relationship with us.
- To ask for your assistance in writing a testimonial for our service to enable us to apply for funding to run the group.

If you do not provide this information, we may not be able to contact you and keep you up to date with events or pass on helpful information as we receive it.

We may also use your personal information:

- To invite you to participate in surveys or research.

Sensitive Personal Information

If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any Sensitive Personal Information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

A special note about the Sensitive Personal Information we hold

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

If you contact us, you may choose to provide details of a sensitive nature.

We will only use this information:

- For the purposes of dealing with your enquiry.
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children.
- Where you have given your express permission, we may use your information for a case study to show how our services have benefited you or your family to provide our funders with feedback. This will never show your personal details, only how we have helped and what help/support you needed.

4. Sharing your Information

The personal information we collect about you will mainly be used by our group leaders at Bridgwater Parent Support Group so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

5. Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

6. How long we hold your information for

We only keep it until you ask us to delete your information. You can do this at any time by emailing us.

7. Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting us: c.m.cole20@gmail.com
07704405324

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with and how long we keep it.

- **Right to object:** You can object to our processing of your personal information where we are requesting to use it for a case study.
- **Consent:** If you have given us your consent to use personal information (for example, for updates & information), you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated-decision making:** Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

8. Cookies

'[Cookie](#)' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

How do we use cookies?

We only use cookies to collect anonymous information about how you use our site, like which pages are visited most and for how long.