



SNAP PARENT CARER FORUM
CENTRAL BEDFORDSHIRE

Privacy Policy

SNAP PCF, are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people contact us either through our website or emailing us, how we use this information, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to admin@snappcf.org.uk or by writing to SNAP PCF CIC, The Incuba, 1 Brewers Hill Road, Dunstable, LU6 1AA. Alternatively, you can telephone .07984 545044.

Who are we?

We are a Parent Carer Forum and part of the National Network of Parent Carer Forums (NNPCF) We are a not-for-profit Community Interest Company (10658718) limited by guarantee.

How do we collect information from you?

We obtain information about you when you use our website if you purchase a Max Card, join our Parent Panel, attend our events and/or receive our newsletter or complete a membership form.

What type of information is collected from you?

The personal information we collect might include your name, address, email address and your child's primary need.

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How is your information used?

We may use your information to:

- process Max Card orders that you have submitted;
- Add you to our membership database.
- dealing with entries into a competition; for example, completing our surveys.
- seek your views or comments about the services you receive from the local authority, health and other agencies;
- notify you of changes to our services;
- send you communications such as our newsletter, conference invitation and items that may be of interest to you.
- process a grant or job application.

We review our retention periods for personal information annually. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

When you are using our secure online Paypal page to purchase a Max Card, this is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions

Your choices

You have a choice about whether or not you wish to receive information from SNAP PCF. If you do not want to receive direct marketing communications from us then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email (we do not send any marketing by any other means) unless you have given your prior consent. You can decide to terminate your membership at any time by contacting us by email: admin@snappcf.org.uk or telephone on 07984 545044.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: admin@snappcf.org.uk or call us on 07984 545044.

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You have the right to ask for a copy of the information SNAP PCF hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.