

PRIVACY AND PUBLICITY POLICY

This Privacy Policy explains in detail the types of personal data we may collect from our members when they interact with us. It also explains how we'll store and handle that data and keep it safe.

COLLECTION OF INFORMATION

F.U.N. collects and stores names, e-mail addresses, postal addresses, and other registration information and data via its membership application form. We may also collect certain visual data such as photographs and/or video footage.

Families United Network will not accept or store information from children under 18 without parent or carer consent.

HOW WE USE THE INFORMATION

We may share anonymised information with funders about the types of families we have as members including but not limited to the types of disabilities, postcodes, age, sex, or attendance at our services. Personal identifiable data is only shared with other organisations who fund our services, and only then where consent to do so has been provided by parents, carers or other individuals.

We may use the data that we collect to compile updates and reports on our services, which are sometimes circulated to outside funders and partners. We ensure that any data contained in these reports is general and not personalised. Where case studies of individuals are included, these are always anonymised. Any photos used must have permission from all those appearing in the images, even where the person's name is not included.

Family or individual data will only be shared with other organisations that fund or have direct interest in Families United Network and where explicit consent to do so has been provided by parents, carers or the individual.

Parents and carers have the option to disallow Families United Network to share their children's information via a tick box on their membership application form or by expressing a written preference to any member of staff or the Board of Trustees.

We never sell or rent the information or data that we hold to another party or organisation. We may share or disclose data or information where we are required to do so by law or court order.

Photographs or videos are only stored or used on our website or on other publicity materials when consent for this has been given by all individuals appearing in the images.

We collect and store the personal information of our members for the following purposes:

- To create and maintain a membership record for each individual.
- To allow members to book and access our services by maintaining attendance records.

- For analysis and research purposes to allow us to understand the needs of our members and plan services accordingly.
- To communicate with our members about our services and support.
- To report on our impact and progress to donors, sponsors and other interested parties
- To help us to advertise our services and promote the work that we do.

F.U.N. will only hold personal data for as long as is necessary for the purpose for which it was collected.

F.U.N. does not use personal data or information, except as set forth in this policy.

We may use the personal information that we collect to share information about other organisations, activities or services that we believe may be of interest to them. All members are able to specify how they wish to be contacted by us when they register as members, and can withdraw any consents given at any time.

information or to allow us the right to use your Personal Information as described in this paragraph, please contact us in the manner identified in the 'Opt-Out' section below.

HOW WE STORE DATA AND INFORMATION

All membership data is held securely via a reputable cloud-based platform which provides traffic encryption to ensure that the data is protected and can not be intercepted. All data is owned solely by Families United Network.

In all cases, our staff and trustees who have access to our members' personal data are required to protect this information in a manner that is consistent with this policy.

Access to the database is via secure log-in details that are not shared outside of the charity. All staff contracts include commitments that prevent staff from sharing any charity data or information outside of the organisation, during their employment (except in the proper course of their duties), or at any time after their employment has ceased.

Data and information held on the charity's cloud-based server is only accessible to staff and trustees of Families United Network via their F.U.N. devices and access is not permitted from personal devices. All F.U.N. laptops, mobile phones and over devices are password protected.

Coordinators ensure that photographs or video footage are only recorded of those who have provided their permission to do so. An up-to-date list of those without such consent is kept and distributed regularly to service coordinators, and all lead staff have access to our database to allow them to check for permissions at any time. If it is discovered that images are being held showing members who have not provided their consent, they are deleted immediately from all devices. Any photos or video footage recorded on F.U.N. mobile devices is uploaded to the server within 48 hours, and is then deleted from the mobile device.

If our members send us a private or direct message via social media the message will be stored on our social media account for three months. It will not be shared with any other organisations.

ABILITY TO OPT-OUT

Our members can change their data permissions or choose not to receive our communications or publicity materials at any time, by contacting us via telephone, e-mail or at the postal address below.

ABILITY TO UPDATE OR DELETE INFORMATION

All members have the option to update or delete information about themselves by contacting us via phone number, e-mail or post.

All of our members can request to access the data that we are holding about them at any time.

All members have the right to request:

- Access to the personal data that we hold about them, free of charge in most cases
- The correction of their personal data when incorrect, out-of-date or incomplete
- That we stop using their personal data for direct communication or marketing (either through specific channels, or all channels)
- That we stop any consent-based processing of their personal data after they have withdrawn that consent.

HOW TO CONTACT US FOR ANY REASON

Members can contact us with questions or comments regarding this policy, updating any personal information or anything else related to Families United Network by using the contact details below:

Families United Network

Unit 5 Britannia Estate, Legrave Road, Luton LU3 1RJ

Telephone Number: 01582 420800

E-mail: info@familiesunitednetwork.org.uk

Registered Charity Number: 1091474

If members feel that their data has not been handled correctly, or they are unhappy with our response to any requests regarding the use of their personal data, they have the right to lodge a complaint with the Information Commissioner's Office, by calling 0303 123 1113 or by going online to www.ico.org.uk/concerns

