

## Family Voice Norfolk Privacy Policy

Family Voice Norfolk is the parent carer forum for Norfolk. This privacy policy explains how we use any personal information we collect about you when you use this website or are in touch with us in other ways.

We collect and use different kinds of information:

1. **Identifiable data** – containing personal data that can identify individuals, such as name, date of birth, gender, address and postcodes.
2. **Pseudonymised data** – this contains information about individuals but with the identifiable details replaced with a unique code.
3. **Anonymised data** – this is information about individuals which has had all identifying details removed.
4. **Aggregated data** – this is when all anonymised information has been grouped together so that it doesn't identify individuals.

### What information do we collect about you?

We collect information about you and your family when you register with us by completing a membership form on our leaflet or website. We also collect information when you voluntarily complete online surveys, provide feedback and participate in our consultations. Information about use of our website is collected using cookies. You can find out how we use these [here](#).

### How will we use this information about you?

You may supply us with information in writing, online via our website, Facebook, Twitter or email, or verbally to our Membership Secretary, representatives or ambassadors. We use any issues and concerns you raise with us to help compile reports that track what is working well, what is not working well and what is changing in the services that children and young people with special educational needs and/or disabilities receive.

Family Voice Norfolk will never share your personal information with any third-party organisation unless required to do so by law. Reports that we compile are made widely available, in order to improve services for our membership and their families, but information will always be anonymised and any details removed that could identify you.

### Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email our Membership Secretary at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) or write to us at Family Voice Norfolk, Box 1290, Long Stratton, Norwich, NR15 2HD

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. You can find out how our website uses cookies [here](#).

## Other websites

Our website contains links to other websites. This privacy policy only applies to our Family Voice Norfolk website, so when you link to other websites you should read their own privacy policies.

Website	Information
Facebook	Our website has links to Facebook. If you click through to Facebook it may use cookies. <a href="#">Facebook's data use policy</a> .
Twitter	Our website contains a Twitter feed and links to Twitter. If you click through to Twitter it may use both session cookies and persistent cookies. <a href="#">Twitter's privacy statement</a> .
SurveyMonkey	We sometimes use SurveyMonkey to conduct surveys. If you click through to SurveyMonkey it may use both session cookies and persistent cookies. <a href="#">SurveyMonkey's privacy statement</a> .
YouTube	We sometimes embed YouTube videos on our website. If you play an embedded video, YouTube may place a cookie on your computer. <a href="#">YouTube's privacy statement</a> .

## Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was adopted 15 May 2018 and will be reviewed before 15 May 2019.

## How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email to [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk)
- By mail to Family Voice Norfolk, Box 1290, Long Stratton, Norwich, NR15 2HD

