

## Data Protection policy

Family Voice Norfolk is the parent carer forum of Norfolk. We aim to be the strategic voice of parent/carers of children with special educational needs and disabilities (SEND) from 0 to 25 years old. We collect information from our membership to use as evidence when working in co-production with our local authority (Norfolk County Council), health and social care managers and partners to help improve the services for families.

For the purposes of the General Data Protection Regulations 2018, Family Voice Norfolk Steering group is the data controller and keeps personal details of our membership and their families on an encrypted database. We will ask our members and their children aged over 13 years old who can give consent to regularly update their details so the information we hold is current and accurate. When we ask our members or their children to take part in any surveys or consultations we will ask for active consent to use their information in an anonymised format. All details which could identify any individual will be taken out of any reports we publish.

Our membership's personal details will not be disclosed to any other party, unless with specific active permission of the person it relates to or if required to do so by law regarding any health and safety issues or in the case of criminal investigations. Any person may request that their details are corrected or removed from our records at any time. Any person may request a copy of their information at any time. All data requests should be directed to our Membership Secretary at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) or by post to Family Voice Norfolk, P.O. Box 1290, Long Stratton, Norwich, NR15 2HD and will be carried out within 30 days.

The membership database may not be sent by email under any circumstances and will be held on a system with encrypted access. All paper copies will be stored under lock and key. The membership database may only be held by Membership Secretary.

Family Voice Norfolk will fully comply with all data protection legislation currently in operation in the United Kingdom and ensure that information is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with individual's rights
- Kept secure
- Not transferred without adequate protection

Family Voice Norfolk recognise that the above principles relate to both paper and electronic systems of record keeping.

## Data Protection Policy.

Family Voice Norfolk has appointed a Data protection officer, this currently is Lorraine DeVere. Any comments or complaints can be address to Family Voice Norfolk Administration Manager, at [admin@familyvoice.org.uk](mailto:admin@familyvoice.org.uk) or by post to Family Voice Norfolk, P.O. Box 1290, Long Stratton, Norwich, NR15 2 HD. All complaints will be considered by Family Voice Norfolk Steering Group and an appropriate response will be made in accordance with our comments and complaints policy which can be found on our website [www.familyvoice.org.uk](http://www.familyvoice.org.uk)

Under the General Data Protection Regulations 2018 individuals now have the following rights:

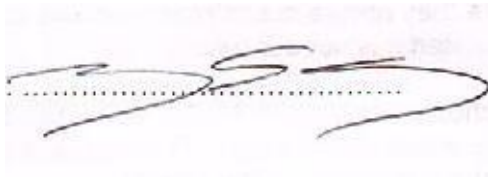
- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right not to be subject to automated decision-making including profiling

Familiarisation with and training regarding our Data Protection Policy forms part of the induction process and on going training of Family Voice Norfolk staff, parent representatives and ambassadors, who are expected to comply with it.

For further information please see our Privacy policy.

Date agreed by steering group:

Signed:

A handwritten signature in black ink, appearing to be 'Lorraine De Vere', written over a horizontal dotted line.

Position: Chair

Date: 12 May 2018

This policy will be reviewed April 2019.



**Data Protection Policy Agreement:**

All Family Voice Norfolk representatives, ambassadors and staff must fully comply with all current data protection legislation. The Data Protection principles laid out in the Data Protection Act 1998 states that the information we collect must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with individual’s rights
- Kept secure
- Not transferred without adequate protection

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- The right to be informed
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- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right not to be subject to automated decision-making including profiling

Family Voice Norfolk recognise that the above principles and rights relate to both paper and electronic systems of recordkeeping. Our memberships details are held on an encrypted database and may not be emailed under any circumstances. We will never share personal details with any third-party organisations or unless required by law to do so regarding any health & safety issues or in the case of criminal investigation.

Any person may request that their details are corrected or removed from our records at any time. Any person may request a copy of their information at any time. All data requests should be directed to our Membership manager at [membership@familyvoice.org.uk](mailto:membership@familyvoice.org.uk) or by post to Family Voice Norfolk, P.O. Box 1290, Long Stratton, Norwich, NR15 2HD and will be carried out within 30 days.

I have read and understood the principles and rules of these policies and agree to abide by them:

Signed.....

Position.....

Date.....