

Voice Collective Data Protection Privacy Notice for Parents and Carers

When you get in touch with Voice Collective, you might share bits of information about yourself with us, for example, you might tell us your name. This privacy notice explains what we do with your information, why we do it, and your rights.

If you have any questions about this notice, you can get in touch with Lucy at Voice Collective on info@voicecollective.co.uk or call 020 7911 0822.

What information do we collect about you?

- Your email or phone number which you used to contact Voice Collective.
- The date that you first got in touch with Voice Collective, and any date when you emailed us, talked to us on the telephone or met with us in person.
- If you've attended Voice Collective's 'Parents and Carers Support Space' at Mind in Camden, or a Voice Collective training, we record the dates you attended it.
- If you choose to tell us, we collect your name, address or the county or borough you live in
- We also record the name and age of your child if you choose to tell us.

Special or 'sensitive' information

- If you choose to tell us, we record your gender and/or ethnicity using the words you choose to describe them.
- If you have emailed Voice Collective, we store your full email.
- If you have posted on Voice Collective's online forum, your post is stored.

Why do we collect this information?

We record your name, email address or telephone number so that we can get in touch with you if you've asked us to, or if we need to tell you about a change to a Voice Collective service, for example, if a Voice Collective event or meeting has been cancelled.

We record your age, gender, ethnicity and the county or borough you live in so we can tell our funders how many parents and carers we're supporting (but not who you are).

Legal basis for processing your information

Whenever a service like Voice Collective collects information about you, there needs to be a legal basis for doing so. Our legal basis for collecting and using your information is called 'legitimate interests'. We are here to support you, so we need to collect some details in order to keep in contact with you and let you know about Voice Collective events and services.

Where do we store your information, and how do we keep it safe?

- We keep the information on a digital, cloud-based database which is password protected.
- If your child has filled out a Voice Collective referral form and included you as their emergency contact, we keep the form in a locked filing cabinet.
- Emails to Voice Collective are stored in our password-protected email server.
- Posts on Voice Collective's Online Forum are stored on the forum's server.

How long do we store your information?

We will store your information for 10 years, or until your child turns 19 years old. Then, we will wait until the 1st April to delete your information. This is because every year we count the numbers of people we've supported so that we can tell our funders on 1st April.

When the time comes to delete your information, we will delete your record from our database and delete any emails you've sent us, and any referral form your child may have filled out.

If you've posted on the Voice Collective online forum, we won't delete your posts because it might still be helpful for other people to read them.

Who can see your information?

The only people who can see your information are the people who work at Voice Collective.

Will we ever share your information with anyone else?

Voice Collective services are safe and confidential. That means that we won't share your information with anyone, even if they get in touch with us to ask.

The only time when we might share information about you with someone outside of Voice Collective is if we ever became concerned about the safety or welfare of your child. If we did, we may share our concerns with a relevant statutory agency or local authority. In most cases, we would keep you informed of the actions we had taken, however if we felt that this might put any child at risk of further harm we would not inform you of our decision to share information.

What are your rights?

At any time, you have the right to ask Voice Collective to show you the information we've collected about you, ask us how we're using your information, correct any inaccurate information or, in some cases, ask us to delete it or stop using it. You can do this by getting in touch with Lucy at Voice Collective on info@voicecollective.co.uk or 020 7911 0822.

Making a complaint

If you think we've used your information in a way that feels unhelpful or unnecessary, or feels different from what this notice has explained, you have the right to complain. You can do this by getting in touch with Lucy at Voice Collective on info@voicecollective.co.uk or 020 7911 0822.

If you'd prefer to complain to someone outside of Voice Collective, you can get in touch with the Information Commissioners Office (ICO). To find out more, visit: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

What happens if we need to change this notice?

From time to time, we will check that this privacy notice is correct and up to date. If we update it, we will change the date at the bottom to show when we updated it last. Keep an eye out on our website for changes to the notice: www.voicecollective.co.uk/privacy-notice