

Waltham Forest Parent Forum



[Website: www.walthamforestparentforum.com](http://www.walthamforestparentforum.com)

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Agreed by SG May 2018

Privacy Notice – Waltham Forest Parent Forum

Last updated: April 2026

1. Who we are

Waltham Forest Parent Forum is a parent carer forum representing the views and experiences of families of children and young people with special educational needs and disabilities (SEND) in Waltham Forest.

We are a voluntary organisation that works with education, health and social care partners to help improve local services and support for families.

Contact details:

walthamforestparentforum@live.co.uk

99 Leyton Green Road E10 6DB

2. The information we collect

We collect and use information about you so we can communicate with you, manage events and activities, understand who we are reaching, and make sure our work is inclusive and accessible.

This may include:

- Your name and contact details (such as email, phone number, and address) – so we can contact you about events and opportunities, send your welcome pack, and keep in touch about forum activities.
- Your postcode – this helps us understand which areas families come from and plan activities in accessible locations across the borough.
- Details about your caring role and your child's needs or diagnosis – to ensure we represent the full range of parent carers, and to report anonymised information about the prevalence of certain diagnoses to help improve local services. Providing details about your child's needs or diagnosis is always voluntary.
- Access or health information – only where needed to make an activity safe, inclusive, or suitable for you (for example, allergies, mobility, or wellbeing needs).
- Feedback you provide through surveys, consultations, or events – to help us understand families' experiences and improve services.
- Optional demographic information (such as ethnicity, gender, or disability) – to help us monitor inclusion and reach underrepresented groups. This information is voluntary.

Some of this information is *special category data* (sensitive information such as health or ethnicity). We only collect this when it is relevant, and often it is optional.

3. How we collect your information

We collect information directly from you when you:

- join as a forum member,

- sign up for events or wellbeing sessions,
- take part in surveys, consultations, or workshops, or
- contact us by email, phone, or social media.

4. Why we collect it (our lawful basis)

Purpose	Lawful basis (Article 6)	Additional condition for special category data (Article 9)
Managing membership, bookings and communication	6(1)(b) – necessary for a contract (to deliver an activity you sign up for) or 6(1)(f) – legitimate interests (to run the forum effectively)	9(2)(d) – processing by a not-for-profit organisation with appropriate safeguards
Collecting access or health information (for example, allergies or support needs at events)	6(1)(f) – legitimate interests (to ensure safety and accessibility)	9(2)(d) – processing by a not-for-profit organisation
Collecting voluntary equality and inclusion data (e.g. ethnicity, gender, disability)	6(1)(a) – consent	9(2)(a) – explicit consent
Reporting anonymised statistics to funders (e.g. Department for Education or Local Authority)	6(1)(f) – legitimate interests (to evidence reach and impact)	9(2)(g) – substantial public interest (equality monitoring)
Understanding trends in local needs (e.g. prevalence of certain diagnoses)	6(1)(f) – legitimate interests (to represent families effectively)	9(2)(g) – substantial public interest (health and social care improvement)

5. How we use your information

We use your information to:

- contact you about events, consultations and opportunities to get involved,
- manage your event bookings and membership,
- ensure our activities are inclusive and accessible,
- understand local trends and represent the needs of families effectively, and
- produce anonymised reports for funders and partners to show the reach and impact of our work.

We do not sell or share identifiable personal data with third parties for marketing.

6. How we store and protect your information

We take data security seriously.

- Your information is stored securely on password-protected systems such as Microsoft 365 and encrypted cloud storage.
- Access is restricted to authorised members of the forum team (2) who need it to carry out their role.
- We use secure platforms (e.g. Microsoft Forms, the forum website (for bookings or purchases), and Mimecast. These systems are selected to ensure they meet UK data protection standards.
- Data shared with partners or funders is anonymised or aggregated so individuals cannot be identified.

Two-Factor Authentication (2FA)

We use two-factor authentication (2FA) on our accounts and data systems to provide an extra layer of protection. This means that even if a password were compromised, a second verification step is required to access sensitive information. This helps us further safeguard member data and prevent unauthorised access.

7. How long we keep your information

We only keep your information for as long as necessary to deliver our activities or meet our funding requirements.

Membership and contact details are reviewed annually.

You can ask us to delete your information at any time by contacting walthamforestparentforum@live.co.uk.

8. Your rights

Under data protection law, you have the right to:

- access the personal data we hold about you,
- ask us to correct or delete it,
- withdraw your consent (where you've given it),
- object to certain types of processing, and
- complain to the Information Commissioner's Office (ICO) if you're unhappy with how your data is handled.

ICO website: <https://ico.org.uk>

9. Voluntary information and consent

Providing information about your child's needs or diagnosis, or about your own ethnicity, gender or disability, is entirely voluntary.

This helps us ensure our activities are inclusive and that all parent carers are represented.

By choosing to share this information, you are giving your explicit consent for us to use it for equality and inclusion monitoring.

You can withdraw this consent at any time.

10. Contact us

If you have any questions or wish to exercise your rights, please contact: walthamforestparentforum@live.co.uk

If you need this privacy notice in another format (such as large print or Easy Read), please let us know.

11. ADOPTION OF THE PRIVACY NOTICE

This privacy notice was adopted at the WFPF meeting held in May 2018.

Last reviewed April 2026

Review and Update Arrangements

The agreement will be reviewed every 2 years and may also be amended from time to time to reflect changes in legislation and best practice.

Date this notice was adopted by the steering group May 2018

Last reviewed by current steering group: April 2026

Date for next review: March 2028