



Gloucestershire Parent Carer Forum Privacy Notice

Last updated: September 2026

Gloucestershire Parent Carer Forum (GPCF) is committed to protecting your privacy and handling your personal information fairly, lawfully, and transparently.

Who We Are

Gloucestershire Parent Carer Forum (GPCF) is the data controller for the personal information described in this notice. This means we are responsible for deciding how and why your personal information is used.

What Information We Collect

We may collect and process the following information:

Name

Email address

Telephone number

Postal address (where provided)

Information about your role as a parent carer

Information you provide through surveys, consultations, events, feedback forms, or enquiries

Communication preferences

In some circumstances, you may choose to share information relating to:

A child's special educational needs and disabilities (SEND)

Health conditions

Support requirements

Caring responsibilities

This type of information may be classed as special category personal data under UK data protection law.

How We Collect Information

We collect information directly from you when you:

Subscribe to our mailing list

Register for events

Complete surveys or consultations
Contact us by email, telephone, social media, or through our website
Participate in Parent Carer Forum activities
Why We Use Your Information

We use your information to:

Send newsletters, updates, and information about our activities
Inform you about events, training, and participation opportunities
Gather feedback and understand the experiences of parent carers in Gloucestershire
Represent the views of families to local services and decision-makers
Improve our services and communications
Meet our contractual, legal, and governance obligations
Our Lawful Basis for Processing

We process your personal information under one or more of the following lawful bases:

Consent – where you have agreed to receive communications from us.
Legitimate Interests – where processing is necessary to support our work representing parent carers and improving services for families.
Where special category information is provided, we will only process it where an appropriate additional condition under UK data protection law applies.

Who We Share Information With

We do not sell your personal information.

We may share information with trusted service providers who support our operations, such as:

Email and communication platforms
Event registration systems
Survey and consultation platforms
IT and website hosting providers

Where feedback from parent carers is used to influence services, we normally share findings in an anonymised or aggregated format.

Where necessary and lawful, we may share information with:

Gloucestershire County Council
NHS organisations and Integrated Care Board partners
Other organisations involved in improving services for children and families

Any organisation processing information on our behalf must keep it secure and use it only for authorised purposes.

International Transfers

Some of the systems we use may process personal information outside the United Kingdom.

Where this happens, we will ensure appropriate safeguards are in place to protect your information in accordance with UK data protection law.

How Long We Keep Information

We will only keep personal information for as long as it is required for the purposes for which it was collected.

We regularly review our records and mailing lists and securely delete or anonymise information that is no longer needed.

Your Rights:

Under UK data protection law, you have the right to:

Access the personal information we hold about you

Request correction of inaccurate or incomplete information

Request deletion of your information in certain circumstances

Restrict the processing of your information

Object to the processing of your information

Withdraw consent at any time, where consent is the basis for processing

Request the transfer of your information to another organisation, where applicable

Lodge a complaint with the Information Commissioner's Office (ICO)

You can unsubscribe from our communications at any time using the unsubscribe link in our emails or by contacting us directly.

Contact Us

If you have any questions about this Privacy Notice or how we use your personal information, please contact:

Gloucestershire Parent Carer Forum

Email: info@glospcf.org.uk

Website: www.glospcf.org.uk

Making a Complaint

If you are unhappy with how we have handled your personal information, please contact us first so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0303 123 1113