

Privacy Policy

Last updated: March 09, 2026

At the SEND Wolves Forum, a Wolverhampton (UK) based parent/carer advocacy group supporting families of children with Special Educational Needs and Disabilities (SEND), we are committed to protecting your privacy and handling your personal data responsibly. This Privacy Policy explains how we collect, use, share, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are the data controller for the personal data we process. For any questions about this policy or your data, please contact us at info@sendwolvesforum.org.

If you are unhappy with how we handle your data, you can complain to the Information Commissioner's Office (ICO) at www.ico.org.uk/concerns or by calling 0303 123 1113.

1. What Personal Data Do We Collect?

We collect personal data that you provide directly to us through our website, such as:

- **Contact information:** Name, email address, phone number, and postal address (if provided).
- **Query details:** Information you share in messages or forms, which may include details about your family situation or SEND-related concerns (but we do not directly collect or target children's personal data).
- **Newsletter preferences:** Email address and any opt-in choices for receiving updates.

We do not collect sensitive (special category) data unless you voluntarily provide it in a query (e.g., health or disability information related to your child), in which case we process it only as necessary to respond.

We may also collect technical data automatically, such as IP addresses, browser type, and device information through server logs or cookies (see section on Cookies below). This helps us improve our website but is not used to identify individuals without a legal basis.

2. How Do We Collect Your Data?

- **Directly from you:** When you submit a messaging form for queries, sign up for our newsletter, or otherwise contact us.
- **Indirectly:** Through website analytics tools or if you interact with us via email/social media (subject to those platforms' policies).
- We do not collect data from third parties or public sources for our purposes.

3. Purposes and Legal Bases for Processing Your Data

We process your personal data only for specific, limited purposes:

- **Handling queries and providing advocacy support:** To respond to your messages, offer advice, or connect you with resources. **Legal basis:** Legitimate interests (Article 6(1)(f) UK

GDPR) – it is necessary for our core advocacy activities, and we balance this against your rights by only using data as expected and for the purpose provided.

- **Sending newsletters and updates:** To keep you informed about SEND-related news, events, and resources. **Legal basis:** Consent (Article 6(1)(a) UK GDPR) – we only send these if you explicitly opt in via our sign-up form, and you can withdraw consent at any time by unsubscribing or contacting us.
- **Website administration and improvements:** To maintain security, analyse usage, and enhance functionality. **Legal basis:** Legitimate interests.

If you provide special category data (e.g., health information), we process it under explicit consent (Article 9(2)(a)) or as necessary for social protection purposes (Article 9(2)(b) with Schedule 1 DPA 2018 safeguards) where it relates to advocacy support.

We do not engage in fundraising, automated decision-making, or profiling.

4. Who Do We Share Your Data With?

We do not sell, rent, or share your data for marketing purposes. We may share data with:

- **Service providers (processors):** Such as our IT solutions company providing SaaS for website hosting, form handling, and email services. They act on our instructions under a data processing agreement and do not use your data for their own purposes.
- **Legal requirements:** If required by law, such as for safeguarding concerns (e.g., if a query indicates risk to a child or vulnerable person), fraud prevention, or regulatory obligations.

We ensure all processors comply with UK GDPR through contracts, and data is not transferred outside the UK/EEA without adequate safeguards (e.g., UK adequacy decisions or standard contractual clauses).

5. How Do We Keep Your Data Secure?

We use appropriate technical and organisational measures to protect your data, including:

- Secure servers and encryption for forms (e.g., SSL/TLS).
- Access controls limiting data to authorised volunteers/staff.
- Regular reviews and training on data protection.

While no system is 100% secure, we take all reasonable steps to prevent unauthorised access, loss, or misuse.

6. How Long Do We Keep Your Data?

We retain data only as long as necessary:

- Query data: Up to 2 years after resolution, or longer if required for legal reasons (e.g., 7 years for any financial implications, though we have none currently).
- Newsletter data: Until you unsubscribe or we confirm inactivity (e.g., after 2 years of no engagement, we may delete or anonymise).
- Technical logs: Up to 1 year for analytics.

Data is securely deleted or anonymised when no longer needed.

7. Your Rights

Under UK GDPR, you have rights including:

- **Access:** Request a copy of your data.
- **Rectification:** Correct inaccurate data.
- **Erasement:** Request deletion (subject to legal obligations).
- **Restriction:** Limit processing in certain cases.
- **Objection:** Object to processing based on legitimate interests.
- **Portability:** Receive your data in a transferable format (where applicable).
- **Withdraw consent:** For newsletters, via unsubscribe link or contact.

To exercise rights, email info@sendwolvesforum.org. No fee unless requests are excessive.

8. Cookies and Website Tracking

Our website may use essential cookies for functionality (e.g., session management). We do not use non-essential cookies for tracking or advertising without consent. You can manage cookies via your browser settings. For more on cookies, see ICO guidance at <https://ico.org.uk/for-the-public/online/cookies/>.

9. Children's Data

Our services are for parents/carers (adults). We do not knowingly collect or process data from children under 18. If a query includes child details, it is provided by adults and processed only for advocacy support, with enhanced safeguards.

10. Changes to This Policy

We review this policy as needed. Changes will be posted here with the updated date. Significant changes may be notified via email or website notice.

For any queries, contact us at info@sendwolvesforum.org.