

Data Protection Privacy Notice

This notice is in regard to data protection laws, and relates to information that is both provided by you and/or requested by The Sunflower Network.

WHO WE ARE

The Sunflower Network is a creative arts based organisation dedicated to supporting & promoting positive child mental health and emotional well-being. We have been created to answer need and we do that in several ways – as a practitioner support network, by running CPD events & workshops for parents & families, teachers & schools, practitioners & professionals, charities & organisations and the wider community in general, and by creating and developing projects with and alongside our team of consultants. We have been created and founded by Lou Mason, and currently she is solely responsible for data control and processing for The Sunflower Network.

WHAT INFORMATION WE COLLECT FROM YOU / ABOUT YOU

Information collected is as follows:

Contact details

Practitioner's professional information & credentials

Relevant life data which may help to inform how best we may support you or guide you to appropriate services

Any enquiries / emails which may be exchanged between us in the course of our communications with each other

REASONS WHY WE COLLECT THIS INFORMATION FROM YOU

This information is collected for one or some of the following reasons:

To maintain contact during the course of our communications

To enable those who have requested it to receive our regular newsletter and other information about our events and services

To be able to provide you with appropriate support where requested and/or recommend or refer you on to alternative services

To connect you up – with your consent – to other practitioners who may have requested communications with you through networking events / workshops etc

To refer you on as a practitioner – with your consent- in response to enquiries we may receive from parents / families / schools / charities etc asking for support and wanting recommendations

To forward on booking details for one of our workshops or events on request

WHO WE MIGHT SHARE THIS INFORMATION WITH & WHY

This information remains with Lou Mason as Data Controller and Processor of The Sunflower Network and will not be shared with any third parties or anyone else other than in the circumstances detailed above – and with your prior consent.

However, information could be shared as part of a safeguarding or child protection concern – if information arises that causes concern about a child or young person's safety or well-being (or the safety or well-being of someone they know) then we have an ethical duty of care to share concerns to the appropriate body as a priority. The child or young person will be informed before any information is shared and, wherever possible, the parents or those holding parental responsibility. If there is concern that the child is in serious or immediate danger of significant harm the confidentiality can be broken in accordance with child protection policies and legal obligations.

In the event of a case arising as above then the information may also need to be shared as part of a legal duty – this is in the unlikely event of the records being required by law e.g. a court order.

(N.B. Invoices we may send you for payment will be shared with our accountant as part of the processing of our accounts, but your financial details will not be stored or used in any other way)

IS THE INFORMATION USED FOR ANY OTHER REASONS THAN DETAILED ABOVE?

Absolutely not. Your information will never be used for anything other than as a means of contact, for sending you information requested by you and/or for making connections, which would always be with your prior consent.

HOW & WHERE IS THIS INFORMATION STORED?

Any standard contact information we hold as part of ongoing communications with you is stored on a password protected desktop

computer inside a secure private residence, or for a short period of time on a business phone in the case of text messages or voicemails.

All other information is kept on encrypted password protected memory sticks which are stored inside a safe at a secure private residence.

Information pertaining to the mailing list is also stored with our provider MailerLite. Their terms and conditions around your data protection can be found here:

<https://www.mailerlite.com/legal/privacy-policy>

YOUR RIGHTS

You can ask to see the information that we hold for you. The legal amount of time required for the disclosure is within 30 days of the original request but is most likely to be as soon as it can be effectively arranged.

You have the right to rectify anything you believe to be inaccurate – e.g. a mistyped phone number, as well as the right to update the information held e.g. a change of address. You also have the right to obtain the information should you need it and also the right to ask us to erase your information completely from our files.

For further information on your individual rights please go to <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

HOW LONG DO WE KEEP HOLD OF THIS INFORMATION?

We keep hold of contact details for as long as there is a need for us to remain in contact with you, after which all emails and contact details will be deleted.

As is your right, you can ask for your information to be deleted at any time, and there is the facility to unsubscribe from our mailing list on every email sent out.

WHAT HAPPENS IN THE EVENT OF A DATA BREACH?

In the unlikely event of a data breach, we will act on our duty to inform you and the ICO within 72 hours of it occurring.

ICO

Lou Mason is registered with the Information Commissioner's Office www.ico.org.uk/register as the data controller for The Sunflower Network under her given name Sarah Louise Mason (reference ZA303503). If you have any concerns about how we are handling your data, then please contact the ICO quoting this reference for further advice on how to query or complain.