



PARENT TO PARENT LTD

PARENT TO PARENT

Supporting Families Across Tayside Since 1988

PRIVACY POLICY

Charity Number: SC003095 | Company No: SC302084

Privacy Policy

Document title	Privacy Policy
Document reference	P2P-GOV-005
Version	1.0
Date approved	August 2026
Approved By	Board of Trustees
Next review date	August 2027
Policy Owner	Board of Trustees/CEO
Applies to	All

1. Introduction

Parent to Parent Ltd ("Parent to Parent", "we", "us", "our") is committed to protecting the privacy and personal information of the families we support, our volunteers, supporters, staff, and everyone who visits our website or contacts us.

This policy explains what personal information we collect, why we collect it, how we use and look after it, and the rights you have over your information. It applies to all personal information we hold, however it is collected. If there is anything you are unsure about, please contact us using the details in section 15.

2. Who we are

Parent to Parent is a Scottish charity supporting parents and carers of children and young people with additional support needs across Tayside (Dundee, Angus, and Perth & Kinross). For the purposes of data protection law, Parent to Parent Ltd is the "data controller" responsible for your personal information.

- **Scottish Charity Number:** SC003095
- **Company Number:** SC302084 (registered in Scotland)
- **Registered office:** Ardler Clinic, Turnberry Avenue, Dundee, DD2 3TP
- **Email:** admin@parenttoparent.uk
- **Phone:** 01382 817558
- **ICO registration number:** ZA094089

If you have any questions about how we handle your information, you can contact our data protection lead by emailing admin@parenttoparent.uk.

3. Scope

This policy applies to the personal information of everyone whose information we hold, including families and individuals who use or enquire about our service, people who are referred to us, professionals and partners we work with, volunteers and supporters, and visitors to our website.

4. What information we collect

Depending on how you interact with us, we may collect the following information.

If you or your family use our service:

- your name and contact details
- your child or young person's name and date of birth
- information about your child's additional support need, which may include health information
- information about your family circumstances relevant to the support you are asking for
- records of the support we provide and our contact with you

If you refer a family to us (as a professional or third party):

- your name, role, organisation, and contact details
- the family's details and information relevant to the referral, which you should only share once you have the family's permission

If you visit our website or get in touch:

- any information you provide through our online forms, or when you email or call us
- limited technical information collected automatically, such as through cookies (see section 13)

Some of the information we collect — particularly information about a child's health or additional support need — is treated as “special category” data under data protection law. We recognise this is sensitive and we take extra care with it (see section 7).

5. How we collect your information

We collect information:

- directly from you, when you complete a referral form, speak with our team, or take part in our support
- from professionals or other third parties who refer a family to us, where the family has given their permission
- automatically, when you use our website

Our referral forms are hosted using Microsoft Forms, part of the Microsoft 365 platform we use to run our service. Our website is built and hosted using Wix.

6. Why we use your information and our lawful basis

We only use your personal information where the law allows us to. The main reasons we use it are:

- to assess and respond to referrals and decide whether we can offer support
- to provide and coordinate support for your family
- to keep in touch with you about your support
- to meet our legal and safeguarding duties, including keeping children and young people safe
- to report to our funders on the difference our work makes, usually using anonymised or grouped information that does not identify individual families
- to improve and evaluate our service

The lawful bases we rely on under UK GDPR are usually consent, our legitimate interests as a support charity, compliance with a legal obligation, and, in an emergency, protecting someone's vital interests. Where we use special category information such as health information, we do so on the basis of your explicit consent, or where we are required or permitted to for safeguarding and legal reasons.

Where we rely on your consent, you can withdraw it at any time by contacting us.

7. Special category and children's information

Much of our work involves children and young people, and information about their health and additional support needs. We know this information deserves particular protection. We only collect and use what we need to support the family and to keep the child safe, and we handle it with appropriate care and security.

8. Who we share your information with

We treat your information as confidential and we will never sell it. We only share it where we need to, including:

- with funders and local authorities, to report on our work — wherever possible using anonymised or grouped information that does not identify your family. Where we deliver support under a service agreement with a local authority, some information may be shared as part of that arrangement.
- with other agencies or services, where you have asked us to or given permission, or where we need to work together to support your family.
- where we have a legal or safeguarding duty to do so — for example, if we are concerned about the safety of a child or an adult, we may share information with the relevant authorities, such as social work or the police. Wherever it is safe and appropriate to do so, we will talk to you about this first.
- with our technology providers, who process information on our behalf under a contract. We use Microsoft 365 (including SharePoint and Microsoft Forms) to store and manage information, and Wix to host our website.

9. How we store and protect your information

Your information is stored securely within our Microsoft 365 environment, and information submitted through our website is handled by Wix. We have measures in place to protect it, including controlled access so that only staff and volunteers who need to see your information can do so, and appropriate security across the devices our team uses. Our staff work from home and are trained to handle personal information safely and confidentially.

10. Sending information outside the UK

Your information is generally stored within the UK or European Economic Area. Where any information is transferred outside the UK by our technology providers, we make sure appropriate safeguards recognised under UK data protection law are in place to protect it.

11. How long we keep your information

We keep your information only for as long as we need it, in line with our data retention schedule and any legal or funding requirements that apply. When we no longer need it, we delete or securely destroy it. If you would like more detail about our retention periods, please contact us.

12. Your rights

Under data protection law, you have the right to:

- be informed about how we use your information, which this policy explains
- ask for a copy of the information we hold about you
- ask us to correct information that is wrong or incomplete
- ask us to delete your information in certain circumstances
- ask us to restrict or stop using your information in certain circumstances

- object to us using your information in certain circumstances
- ask us to transfer your information to another organisation in certain circumstances
- withdraw your consent at any time, where we rely on consent

We do not make decisions about your support using automated means only. To exercise any of these rights, please contact us using the details in section 15. We will respond within the timescales set by law, normally within one month.

13. Cookies

Our website (www.parenttoparent.uk) is built and hosted using Wix. Like most websites, it uses cookies — small text files placed on your device — to make the site work, to keep it secure, and to understand how visitors use it. The main types of cookies used are:

Type of cookie	What it does	Example
Strictly necessary	Essential for the website to work and to keep it secure. These are always active and cannot be switched off.	Wix cookies such as svSession, XSRF-TOKEN, hs
Functional	Remember choices you make so the site works better for you.	consent-policy, smSession
Analytics / performance	Help us understand how visitors use the site so we can improve it.	Wix / analytics cookies

Our website may also load content or links from third parties who set their own cookies, including PayPal (for donations) and social media platforms such as Facebook and LinkedIn. These third parties are responsible for their own cookies and privacy practices.

You can control and delete cookies through your browser settings, and through the cookie settings on our website where available. Turning off some cookies may affect how the website works. For more information about cookies, visit www.aboutcookies.org or the ICO website at ico.org.uk.

14. Changes to this policy

We may update this policy from time to time. When we do, we will update the version and effective date recorded in the document control table above, and publish the current version on our website. Please check occasionally to stay informed.

15. How to contact us or make a complaint

If you have any questions about this policy, want to exercise your rights, or are unhappy with how we have handled your information, please get in touch:

- **Email:** admin@parenttoparent.uk
- **Phone:** 01382 817558
- **Post:** Parent to Parent, Ardler Clinic, Turnberry Avenue, Dundee, DD2 3TP

We will always try to put things right. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator, at ico.org.uk or on 0303 123 1113.

16. Related documents

This policy should be read alongside our related policies and procedures, including:

- Data Protection Policy
- Confidentiality Policy
- Safeguarding and Child Protection Policy
- Records Management and Retention Policy
- Information Security / Acceptable Use Policy