



Privacy Policy

PMACTIVE Community Interest Company is committed to protecting the privacy and personal information of children, young people, parents/carers, staff, volunteers and partners who use our services.

This policy explains:

- what personal information we collect;
- why we collect and use personal information;
- how we store and protect information;
- your rights regarding your personal information.

PMACTIVE processes personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Our Contact Details

PMACTIVE Community Interest Company
27 Carlton Tye
Horley
Surrey
RH6 9XJ
Email: hello@pmactivesurrey.co.uk
Telephone: 07791498878

The person responsible for data protection within PMACTIVE is the Rachel King.

Information We Collect

PMACTIVE may collect and process the following types of personal information:

1. Personal Details

Including:

- name;
- address;
- telephone number;

- email address;
- date of birth;
- emergency contact details.

2. Health and Additional Needs Information

Including:

- medical conditions;
- allergies;
- disabilities;
- special educational needs and disabilities (SEND);
- support requirements.

3. Service Information

Including:

- attendance records;
- activity participation;
- information relating to support provided;
- information about schools, local services or support organisations where relevant.

4. Safeguarding Information

Where necessary, we may record information relating to safeguarding concerns, incidents or support provided to protect children and young people.

How We Obtain Personal Information

Personal information is provided directly by parents/carers, young people or service users when accessing PMActive services.

We may also receive information from third parties where necessary to provide our services.

This may include:

- schools;
- local authorities;
- partner organisations;
- referral agencies;
- support services.

For example, where a child or young person accesses a PMActive activity through a partner organisation.

Why We Collect and Use Personal Information

PMActive uses personal information to:

- plan and deliver safe activities;
- provide appropriate support;
- manage attendance;
- understand medical and additional needs;
- communicate with parents/carers;
- maintain safeguarding arrangements;
- meet contractual and legal responsibilities;
- improve our services.

Where required, information may be shared with external agencies, including safeguarding partners, where this is necessary to protect a child, young person or vulnerable person.

Where there is a safeguarding concern or risk of harm, PMActive may share information without consent where legally permitted.

Lawful Basis for Processing Information

Under the UK GDPR, PMActive relies on the following lawful bases for processing personal information:

- **Consent:** Where appropriate, we will obtain consent before processing information and individuals have the right to withdraw consent.
- **Contractual and Service Delivery Requirements:** Where information is required to provide agreed services.
- **Legal Obligations:** Where we are required to process information to meet legal responsibilities.
- **Vital Interests:** Where processing information is necessary to protect someone's life or safety.
- **Public Task:** Where processing is necessary to provide services in the public interest or as part of our responsibilities with partner organisations.
- **Special Category Information:** Some information we collect, such as medical information, disability information and SEND information, is considered special category data under UK GDPR.

This information is collected only where necessary and is handled securely to ensure children and young people can participate safely and receive appropriate support.

How We Store and Protect Information

PMAActive stores information securely using both:

- electronic systems;
- physical paper records.

We take appropriate measures to protect personal information, including:

- secure storage;
- controlled access;
- limiting information sharing to those who need it;
- maintaining confidentiality.

How Long We Keep Information

PMAActive retains personal information only for as long as necessary.

As a general guide, information will normally be retained for two years after the end of service provision, unless:

- legal requirements require longer retention;
- safeguarding concerns require records to be retained;
- contractual requirements require longer retention.

Where information is retained for longer periods, this will be managed securely and reviewed appropriately.

Sharing Information

PMAActive will only share personal information where there is a lawful reason to do so.

Information may be shared with:

- parents/carers;
- safeguarding partners;
- schools;
- local authorities;
- emergency services;
- relevant support agencies.

Information will only be shared when necessary and proportionate.

Your Data Protection Rights

Under data protection law, you have rights including:

- Right of Access: You have the right to request copies of your personal information.
- Right to Rectification: You have the right to request correction of inaccurate or incomplete information.
- Right to Erasure: You may request deletion of personal information in certain circumstances.

- Right to Restriction: You may request that processing of your information is restricted in certain circumstances.
- Right to Object: You may object to certain types of processing.
- Right to Data Portability: You may request transfer of information to another organisation in certain circumstances.

There is normally no charge for exercising these rights.

PMAActive will respond to requests within one month.

Requests should be made using the contact details at the beginning of this policy.

Complaints

If you have concerns about how PMAActive uses your personal information, please contact:

hello@pmactivesurrey.co.uk

If you remain unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO);

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

Policy Review

This policy will be reviewed regularly to ensure it remains compliant with UK GDPR requirements and reflects changes to PMAActive services.

Policy Reviews:

Policy Written: April 2024

Reviewed: September 2025

Reviewed: September 2026