

# Privacy Policy

This Policy relates to children, young people and families accessing emotional and practical support from Young Lives Consortium and its contracted partners.

Young Lives Consortium is committed to protecting your personal information. We know that people who use our service might share personal and sensitive information with us. Your privacy is of paramount importance to us.

We are required by the General Data Protection Regulation (GDPR) to make you aware of how we will use the information you give us. We are also required to give you information about your rights.

## How and when we collect information about you:

If you are accessing support through Young Lives Consortium we record your data of birth, gender, ethnicity, and postcode. This is shared anonymously with our funding stakeholders to demonstrate we are working with children and young people who live in the Wakefield District.

If you are accessing another Young Lives support service, when we receive a support request for you, we will record this request in a secure computer database. This database is only available to staff members who need to access this information to help you access the support you need.

After we have recorded this information, we will contact you, your parents/carers (if you are under 16 or give us consent), the person who made the support request to gather further information to make an assessment about how we can support you. With your permission, we may also contact school/college.

These are the different ways we may contact you or others about your care:

- Telephone Messages (text SMS or Whatsapp)
- Telephone Calls
- Letters
- Emails

These are the different types of information we might collect:

- Your contact details (e.g., phone number, address, email address)
- The contact details of people around you (e.g., parent/carers, school, GP, social worker etc)
- Your personal details (e.g., full name, date of birth, ethnicity, gender etc)
- Notes of what took place in support sessions, support calls or group work.

- Some medical information (e.g., Anything we need to know to keep you safe or information so we can make reasonable adjustments)

Please note that the above list of categories of personal information we may collect is not exhaustive.

## How and why, we use your information:

We will use your personal information for the following purposes:

- To keep a record of what we have done so far in response to your support request.
- To keep accurate records of contacts we have so all staff members can be kept informed about changes in your circumstances.
- To make decisions about the most appropriate support to offer.
- Young Lives is part of the Wakefield Families Together Partnership. We may share your information with partners if it is felt a service from a partner would be more appropriate with your consent (e.g., Team Around the School).
- Lawful Basis of Us Processing Your Data:
- The GDPR sets out six reasons why we may lawfully process your personal information. When we process your personal information, we will ensure that we comply with one or more of these six lawful bases. Our legal basis for processing your information is that we are contracted by the National Health Service to deliver a public task in the public interest (Article 6). Also, we are involved in the provision of health or social care or treatment or the management of health (Article 9).

## We will only share your data for the following purposes:

- Third party suppliers. We share information with third parties to enable us to function efficiently as an organisation. Third parties include, for example, our IT contractor. They back our data up so that your data is not lost if we have a system failure.
- NHS Digital. We submit data to the Mental Health Data Set. This enables the NHS to have a full picture of services being provided across the country.
- With your consent, to ensure your parents/carer, school and GP are kept informed about the support you are receiving.
- Contracted and employed workers/managers have access to your records when you are allocated to a service.
- There may be others we would like to share information with (e.g., social workers, family support workers) - but we will ask you about this first.

## Safeguarding

We are committed to keeping your information confidential - however if you tell us something that makes us believe you are going to harm yourself or someone else, we have a legal duty

to follow our Safeguarding Policies. We will try to talk to you about this first whenever possible.

## Your Rights:

The GDPR gives you the following rights in relation to your personal information. Not all of these apply in all circumstances:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

For more information, please visit the [Information Commissioner's Website](#).

## How to make a complaint or raise a concern:

If you would like more information, or have any questions about this policy, to make a formal complaint about our approach to data protection or raise privacy concerns please contact us on [info@ylc.org.uk](mailto:info@ylc.org.uk)

If you are not happy with the response you receive after making a complaint, then you can raise your concern with the relevant statutory body:

Information Commissioner's Office:

Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF