

## Privacy Statement for Under-18 Service Users

A new law called GDPR (General Data Protection Regulations 2018) has passed to make sure Allsorts are careful about what we do with any information we have about you. We have looked at how we do things and this is our pledge to you:

- To be clear about what information we hold on you and why we hold that information. For example, why do we ask you for your contact details? So we can contact you if we need to let you know about something important or get in touch with you if you have asked us to.
- The new law gives you increased rights to look at any information we hold on you – like your induction form.
- We hold this information really carefully and make sure we never give it out to anyone else without asking you first, however there may be times we have to pass on your information to another professional if we feel that you or somebody else is at risk.
- We only use any information we hold on you in a lawful and good way. For example, in a way to benefit you not someone else.

If you have any questions, ask our Data Protection Manager who you can contact via email: [data@allsortsyouth.org.uk](mailto:data@allsortsyouth.org.uk)

### Information we keep

We only collect personal information about you that we think we must have if we are going to be helpful to you. For example:

- Your full name and date of birth
- Your postal address, email address and phone number
- Your NHS number
- Your current living situation
- Your other support services that help you/your parents/carers for example CAMHS, social services or counselling

### When you look at pages on our website

When you look at our website we use 'traffic log cookies' via Google Analytics to identify which pages are being used. Google Analytics collects information about your visit which may include your IP address, geographical location, browser type, referral source, length of visit and number of page etc.

This helps us understand which pages are the most popular and perhaps most useful to you as well. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline & delete your cookie history if you prefer.

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. So please be careful on other websites.

### **Anything sensitive you have told us.**

This is called 'Sensitive Personal Information' and can include information about your health, ethnicity, sexual orientation, gender identity or religious beliefs. Sometimes we collect this data because you are coming to a specific Allsorts group where the point of the group is to look at these things together. All information about you is treated with care and anything sensitive, we use extra care to protect confidentiality and always in accordance with this Privacy Policy for Under-18 Service users.

We won't share anything you tell us in these groups without your permission (except in exceptional circumstances that we spoke to you about when you first came to Allsorts).

### **What do we do with what you have told us about yourself?**

When we ask you something about you or you tell us, we will let you know why we are asking, and if what we are asking is something we might like to share with others. For example, you might tell us how helpful getting some help from a member of staff was or write a poem about some issue we all spoke about together. We will ask you, can we publish this poem on the website or in a resource we have made.

### **Contacting you**

Depending on what you have asked us to do, we might send you information about a residential or an event we are putting on. If you do not want this information, you can tell us and we will stop sending it to you.

### **The LAW!**

The good thing about GDPR is that it stops people using personal information about us that we have not given them permission to use. But it also accepts that there are sometimes good reasons called '*legitimate interests*' for using information in a helpful way. For example, we may need information about your health and well-being in order to provide you with the best service. This information is called '*special category data*' but we will not share this without asking you first.

We might tell others about something you have told us. For example, if you know that young people are regularly being harassed on a particular street, we would tell the police. We would tell you about this. Sometimes, we have no choice about telling other people, usually in authority, about something. We explained this to you when you first came to Allsorts. Here is a reminder list of the times we do share information:

- If we are carrying out a legal duty
- If we are protecting your vital interests or that of another person
- If we are using information in the public domain

- If we are in some way involved in a legal process where the law says we have to use this information.
- If we are gathering information to make sure we are reaching all young people.

### **Keeping information safe and secure**

Any information about you is kept under lock and key and password protected and only accessible by authorised staff.

### **If something went wrong**

Our Data Protection Manager will tell our Chair, at once. We will act quickly and effectively to find out what happened and stop it. We would work out why it happened and take steps to ensure it never happens again. We will let you know each step of the way. We will follow the guidelines outlined in the ICO guidance.

### **Keeping information about you? How long?**

We will hold information about you for seven years after you have left the project. After this point your information will be safely destroyed. If you have told us something where we had to write a 'record of concern' this must be kept for 25 years.

### **Your rights**

GDPR thinks it is important that under-18s have more rights. You can ask us to see any information we have about you that you gave us any time. Just write to the Data Protection Manager: [data@allsortsyouth.org.uk](mailto:data@allsortsyouth.org.uk) You can object to us holding information about you if you think something is wrong. Having said it is okay to have any information, you can change your mind and say you don't want us to have it any more. You can also make a complaint if you are not happy with what we are doing to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>: