

Privacy notice for children, young people and families

The Children's Society respects your privacy and is committed to protecting your personal data and being transparent about how we collect and use your data. We will comply with any data protection legislation currently in force. This form is our privacy notice. It explains how we use any personal information that you provide or that is provided to us by third parties.

This form explains what data _____ keeps about you and/or your family, what The Children's Society does with this data, and your rights in relation to it.

What kinds of information do we keep about you?

The data we record and keep about you may come from you, your family, your school, your social worker if you have one, and any other professional working with you, such as third-party agencies. We also record your views and comments about the service and the observations made by the staff working with you. This information may include:

- reasons for your referral and what you would like support with, allowing us to offer you a service that meets your needs
- the names and contact details of you, your family, carers, and other people you tell us about, like friends and people who you know, where you live, or people who are helping you like a social worker, youth worker, or teacher
- details about your health, wellbeing, and any support needs or disabilities
- your sex, gender, pronouns, ethnicity, religion, or faith
- information about any contact with the police or courts or about criminal activity
- legal information
- feelings, thoughts, and emotions about the things you talk about, things you want help with, and things you do, including things that we notice (for example, if you seem happy or upset)
- your opinions and ideas about what should happen next, how you think we can support you, and things you think we could do better, including things you say, write, draw, or design about this
- copies of any work we do with you, including outcome tools

- your views on and comments about the service (for example, from user satisfaction forms you have filled in)
- letters, documents, emails, texts, or photographs that you send us or we send you
- notes of conversations or reports that we have about you
- letters, emails, texts or WhatsApp messages, digital recordings, and reports that we send to, and receive from, other people about you
- personal documents given to us about you
- information about you not being safe or that you are being hurt.

If you feel that you can't give us the information that we need to help us work with you and provide a service, we will tell you how it might affect what we can do for you.

The reason we keep your information is to use it in the following ways:

- to support you, providing services and assistance in the best way we can
- to keep you safe by having access to important information about you
- to allow us to be prepared in case of an emergency (for example, if you become ill)
- to keep a record that you can refer to in the future
- to make sure that The Children's Society has given you a good service and improve what we do for other young people, helping us to understand how you have been assisted, learn, and improve our work
- to provide information to the local authorities, organisations, and people who fund our services about how we work with young people, which they require us to do
- to give numbers, facts, quotes, and case studies developed with The Children's Society about the service that help with evaluation, research, planning, campaigning, promotion, fundraising, and the development of our services
- to provide information that allows The Children's Society to work for and evidence change (including through our campaigns and other work) by looking at real-life situations in the lives of young people. We do this by sometimes researching actual case files so that we can show people what is happening in young people's lives and how things can be improved. This is only ever done in ways that do not identify anyone

- to work closely with local authorities, including children and adult services, education providers, health and mental health teams, including CAMHS, the police, and youth offender services to help understand the support available to you and make sure that you receive the best support available
- to provide information for monitoring, research, service evaluations, and service planning purposes. These activities may be done by The Children's Society or by organisations helping us do this type of work. Any information about or provided by you will be anonymised in internal or published reports
- to help with any inspections, audits, enquiries, or investigations by The Children's Society, a local authority, other organisations we work with, local safeguarding boards, Ofsted, or the Care Quality Commission
- to share information about you as required by our funders and the organisations we partner with.

Will you share my personal information with anyone outside of The Children's Society?

This form includes a list of the people and organisations that we may need to share your personal information with. If there is anyone that you would prefer us not to share your personal information with, please discuss this with your project worker. They will be able to tell you how this may affect the service that we provide you with and make a note of your wishes on the form.

Are there any situations where you have to share information and contact other people against my wishes or without my permission?

We cannot guarantee complete confidentiality if:

- you or someone you know is being or has been abused or neglected
- there are signs or indicators that you or someone you know is suffering or at risk of significant harm
- you need medical treatment, or there is an emergency
- we think a crime is likely to happen or has happened

We will usually try to tell you in advance that we are going to share this information, but sometimes this is not possible.

Where do we keep your information, and for how long?

- It is kept in a secure computer system. All your information is kept secure on computers in the United Kingdom. The only people who can see your records are the project workers or volunteers who work with you, their managers, the people who look after our database, researchers and evaluators (The Children's Society staff and those in other organisations helping us with research and evaluation), and other agreed managers and researchers. We make sure this is done to maintain your confidentiality.
- Some information may also be kept in other secure files in The Children's Society's computer system or those of researchers and evaluators that we work with.
- Sometimes, other organisations we work with require us to record information about you on their recording system.

We will keep your record for a period of time (described in a policy) to make sure we can provide you and The Children's Society with information for the reasons and purposes described in this form, for our research purposes, and to allow us to help protect you and others. We will use and keep your information for as long as it is needed to do this. How long we keep it for is based on these purposes and our legal and regulatory requirements. Depending on the work we complete with you, these could be one of the following:

- seven years
- up to your 18th birthday plus 20 years
- 75 years if we are working with the children's services directorate in the local authority.

Due to our contract requirements, we may also share data with commissioners. If data is to be returned to the commissioner or passed to another provider at the end of our contract, we will notify you of this.

Please ask your project worker if you want more information about how long your record is kept.

Legal basis

We will create records of, look after, and use your personal information in the ways we have described on this form and for the following legal reasons:

Consent

To allow us to use your information that is 'sensitive' (for example, about your health, gender identity, faith, beliefs, or ethnicity) for purposes described in this form, we will obtain your consent by asking you to sign the consent form.

We may also use this information without your consent.

When doing so is in the substantial public interest, this includes:

- protecting you or somebody else from neglect or physical, mental, or emotional harm or protecting the physical, mental, or emotional wellbeing of you or somebody else
- preventing or detecting a crime
- to exercise any rights and meet any obligations that you or we have under social protection law
- to establish or exercise our legal rights or defend legal claims against us
- to protect the vital interests of you or somebody else (for example, if there is a medical emergency)
- to permanently keep your case records in The Children's Society Archive if it is in the public interest to do so.

When doing so for other legal reasons, this includes:

- when providing a health and social care service with a basis in law
- when we need to comply with legal obligations to use your personal data for a particular purpose
- for The Children's Society's own legitimate interests, but only where this does not harm your rights.

Some of these reasons will overlap and there may be several that justify our use of your personal information.

Your rights

The General Data Protection Regulation (UK GDPR) gives you several rights:

- the right to know about how your personal information is used by your programme and The Children's Society
- the right to have a copy of information that is about you
- the right to ask to change your information if you do not think it is right

- the right to remove information, but only if there is no valid reason for us to keep it
- the right to object if you think your information should not be used in a certain way
- the right to have some information you have given us transferred to another organisation at your request.

If you would like to request any of this information, please speak to your worker.

If you have a problem or are unhappy with our service, you have a choice of doing any of the following:

1. Talk to your project worker or volunteer or ask to speak to their manager.
2. Complete the confidential complaints form on childrenssociety.org.uk/complaints
3. Email complaints@childrenssociety.org.uk
4. Call The Children's Society on **0300 303 7000** (9am to 5pm, Monday to Friday).
5. For a complaint about your record, you can also contact The Children's Society's data protection officer by email on data-protection@childrenssociety.org.uk
6. Contact the Information Commissioner's Office by phone on **0303 123 1113** or via live chat at ico.org.uk/global/contact-us/contact-us-public/public-advice



Scan the QR code here to watch The Children's Society animation on data protection.