



PRIVACY NOTICE

Service:

YMCA YAC (drop in)

For people who use our services

This document outlines important information for you that we have to tell you by law (this is called the General Data Protection Regulations, or GDPR for short).

You need to know what to expect from us, and what your rights are about your personal data. Please take time to read this information carefully. Your worker will explain this to you.

Why do we keep personal or sensitive data?

We offer different services to children, young people and families. We **have to** keep their information so that we can provide a service to them.

We keep and process your data because ***it is necessary to perform a contract with you***. The contract in this case, is providing you with a service. This is called a 'lawful basis' and is covered by article 6(1)(b) of the GDPR.

We do not need your consent to keep this information but we **MUST** tell you about why we have your data, what we do with it, and how long we keep it for – along with other things which are set out in this document.

Your data rights

You have various rights over your personal information that we keep. These rights are:

- ▶ to see your personal information that we hold (see page 4)
- ▶ to request to have your personal information changed if it's not accurate
- ▶ to request that your personal data is erased (deleted) - however this is only possible if we do not have a legitimate reason to keep it (for example to provide a service to you, or a particular legal obligation)

What information do we keep?

We ask for your **personal data** (name, contact details) and in the course of our work we may keep further information that you give us as a record of our work with you.

We may keep records of your **special category data**, which is more detailed and sensitive. This might include your ethnicity, your religion, your sexuality - you don't have to provide us with all of this information as it won't affect our ability to work with you but this information might be used to adapt the service for you, or to help us produce reports on the use of our service (called monitoring reports, and no one's identity is given in them). Monitoring our services make sure we are accessible to all groups. The important thing to remember is this information will not be used to discriminate against you.

What do we do with your data?

We use the information you give us to provide you with a service, or for other closely related purposes (for example, we might use your personal details to contact you to find out if you are happy with our support and help).

We will keep records of our work with you. All information is held very securely – electronic records are kept in a secure way; paper records are locked up. Both electronic and paper records have restricted access (that means only certain people are allowed to have access to them – your worker, and their manager or supervisor).

Disclosure, or sharing, of personal information

When we work with you we may need to share your information with another agency or person, to help you achieve your goals. If this is the case, your worker will talk to you more about this, and can give you a copy of our Information Sharing leaflet. You can also get further information on:

- ▶ agreements we have with other organisations for sharing information
- ▶ circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics
- ▶ our instructions to staff on how to collect, use and delete personal data
- ▶ how we check that the information we hold is accurate and up to date

How long do we keep your data?

It depends on which service you are using, how long we keep records for.

Many of our services will not keep your information longer than 5 years after you have last used a YMCA DLG service.

Some of our services (for example our wellbeing services) will keep your information for longer. Your worker should be able to let you know about how long we keep client data for.

Safeguarding records and reports on any serious incidents are kept for up to 35 years before being securely destroyed. This is because some of our children and young people ask for them later on in their lives for legal reasons.

If you visit our website

When someone visits www.ymcadlg.org we use a third party service, Google Analytics to collect standard internet log information and details of visitor use patterns. We do this to find out things such as the number of visitors to the various parts of our site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies

You can read more about how we use cookies on our website

<https://www.ymcadlg.org/cookies/>

If you contact us via social media or email

We may use Facebook, Twitter or other social media to give information to you, or to connect with you. We may also use email and text messages to communicate with you.

If you send us a private or direct message via social media the message will be stored within your case records, if it is important to our work with you. It will not be shared with any other organisations.

Access to personal information

If you want to see the data that we hold on you, you will need to make a 'subject access request'. You will need to put the request in writing and address it to our Data Protection Officer (see box below).

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. However if you require a copy of the information in a paper format, or electronic format, we can do this. It can take up to 30 days to do this, depending on how much information there is, or whether any information needs to be removed (this is when there is information about other people in your records who haven't consented to their information being shared).

It is free of charge to make this request.

Data Controller

The 'data controller' is usually the organisation that holds your personal data.

In this service, YMCA DownsLink Group is the data controller.

This service keeps your personal and sensitive information electronically and sometimes in a paper format.

If you want to request to see the information we hold, you will need to request this in writing to the Data Protection Officer who will talk to the service manager.

Our Data Protection Officer is:

Eleanor Clarke

DPO@ymcadlg.org

Reed House, 47 Church Road, Hove, BN3 2BE

Making a complaint about how we keep or process your data

We try to meet the highest standards when collecting and using your personal information. For this reason, we take any complaints we receive about this very seriously. Please bring it to our attention if you think that our collection or use of your information is unfair, misleading or inappropriate.

You should always raise a complaint following our YMCA DLG complaints process. You should be given a complaints leaflet, or be able to pick one up from one of our centres. Our complaints email is complaints@ymcadlg.org

If we receive a complaint from you we do store and keep details of the complaint, including your details. We will only use this information to process the complaint and to check on the level of service we provide. We do compile and publish statistics on complaints we receive, but not in a way that identifies anyone.

We will keep personal information contained in complaint files for 5 years after closing the complaint. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

However, if you are unhappy with how we handle your complaint you can complain to the ICO about the way we have processed your personal information, the ICO is the statutory body which oversees data protection law – www.ico.org.uk/concerns.

Changes to this privacy notice

We keep our privacy notice under regular review. **This privacy notice was last updated on 25 May 2018 when GDPR was launched.**

How to contact us

If you want to request information about our Data Protection and Information Handling policy, Complaints policy, or Information Sharing policy, you can email DPO@ymcadlg.org or write to address below:

YMCA DLG
Reed House
47 Church Road
Hove, BN3 2BE