

INFORMATION ON GDPR

By law and because we also think it's right, we need to ask for your permission (consent) before we **collect, keep, and use information about you** we receive from you and other people. It is important that you make an informed decision about whether or not you allow us to do this.

The General Data Protection Regulation (GDPR) makes sure that all personal information collected and used by your programme and The Children's Society is looked after in ways that:

- * Allow you to easily understand how and why your personal information is used
- * Clearly tells you about situations when The Children's Society may have to share your information
- * Gives you rights about how your personal information is used:
 - * It can be changed if it is not right
 - * You can object if think it should not be used in a certain way
- * Keeps your personal information secure
- * Gives you access to information that is about you and a copy of it.

Why do we keep your information, what is the reason for this?

- * To help us support you, providing services and assistance in the best way we can
- * To keep you safe by having access to the important information about you
- * To be prepared in case of an emergency, such as you become ill
- * 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. Your information will help us to understand how you have been assisted. Learning like this is important to us and will help us improve what we do.
- * Our funders expect us to record information about how we work with people.
- * To provide information that allows The Children's Society to campaign for change 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 by us in ways that do not identify anyone.
- * To provide statistical information to the organisations and people who fund our work
- * Give numbers and facts about the service that helps research, planning and campaigning.
- * To help with any inspections, audits, enquiries or investigations by The Children's Society's Quality Assurance team, or a local authority or organisations we work with, Local Safeguarding Boards, Ofsted, the Care Quality Commission. We only do this in ways that do not identify people.

What kinds of information do we keep?

- * Name and contact details of you, your family, carers and other people you tell us about (these could be 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, well-being, and any support needs or disabilities
- * Your 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 positive things you are involved with.
- * Your opinions and ideas about what should happen next and how you think we can

support you. Things you write, draw or design about this.

- * Letters, emails, texts or photographs that you send us or we send you.
- * Notes of conversations or reports that we have about you or other people.
- * Letters, emails, texts, reports that we send and receive from other people about you.
- * Personal documents that you ask us to keep safe for you.
- * Information about you not being safe or that you are being hurt.

If you don't provide information that we need to provide you with a service, we will tell you what that means about how that affects what we can do for you.

Where do we keep your information and for how long?

- * It is kept in a secure computer based system called MOSAIC. All your information is kept secure on computers in the United Kingdom. Only the project workers or volunteers that work with you, their managers, the people who look after the Mosaic database and other agreed managers and researchers can see your records. We make sure this is done so as to maintain your confidentiality.
- * Some information may be kept in other secure files in your programme's computer system.
- * 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 time (described in a policy) so as to make sure we can provide you and The Children's Society with information, for our research purposes, the purposes described in this form 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, together with our legal and regulatory requirements. If you want more information about how long your record is kept, please ask your project worker.

Is there any situations where you have to share information and contact other people 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 suffering 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.

Can I see what is being recorded about me?

Yes, you can. You have a right to see your file and the information kept about you by The Children's Society. Speak to the person who is working with you and they can arrange this for you.

You also have rights about how your personal information is used:

- * To ask for information that is not right to be changed
- * You can object if you think it should not be used in a certain way
- * To ask us to stop using your information in certain situations
- * The right to have your personal information that we no longer need erased from our records.

For more information about these, please ask your project worker.

Legal basis

We will create, look after and use your information in the ways we have described:

- * When you give us your consent by signing this form
- * For The Children's Society's own legitimate interests, but where this does not harm your rights
- * When we are under a legal obligation (for example if you were at risk of harm or unsafe)
- * When we have to provide a service that is in the public interest
- * We may also sometimes need to use your personal information for the purpose of us being able to establish or exercise our legal rights or to defend legal claims.

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

1. Talk to your project worker/volunteer or ask to speak to their manager.
2. Complete the confidential complaints form on childrenssociety.org.uk/sayit
3. Email complaints@childrenssociety.org.uk
4. Phone or text: **07720 941 881** (8am–4pm, Mon–Fri)
5. Phone **0800 783 7173*** (8am–4pm, Mon–Fri)
6. For a complaint about your record, you can also contact The Children's Society Data Protection Officer by email data-protection@childrenssociety.org.uk, or
7. The Information Commissioner using their Helpline: **0303 123 1113** or by email ico.org.uk/global/contact-us/email/

