



## TOC Privacy Notice: How we use young people's information

### The categories of information that we use include:

- personal identifiers and contacts (such as name, contact details and address) • details of specific additional needs and disability
- safeguarding information (such as court orders and professional involvement)
- medical and administration (such as doctors information, child health, dental health, allergies, medication and dietary requirements)
- attendance – sessions/days attended and number of sessions not attended
- assessment and progress – related to work/volunteering placements and health/wellbeing activities
- behavioural information – related to the support measures we need to provide
- the young persons interests, hobbies and aspirations
- feedback from the young people and parents/carers

This list is not exhaustive and will be regularly updated. To access the current list of categories of information we process please email [support@thinkout.org.uk](mailto:support@thinkout.org.uk)

### Why we collect and use pupil information

We collect and use young people's information to tailor support so that they have the best experience and gain the most from our sessions. We also use the data to keep them safe. The following list provides the range of purposes:

- a) to support young people's learning and development
- b) to monitor and report to parents/carers on the young person's progress
- c) to provide appropriate and tailored care during our sessions/activities
- d) to continually review the quality of our services
- e) to keep the young people safe (food allergies, or emergency contact details)
- f) to meet statutory responsibilities in caring and supporting young people

Under the [UK General Data Protection Regulation \(UK GDPR\)](#), the lawful bases we rely on for processing young peoples information are for the purposes set out above and are on the legal basis of:

- where we need to comply with a legal obligation in caring and supporting the young adults -
- where we need to protect a young adult

## Collecting Young People's Information

### Storing Young People's data

We hold the Young People's data securely for 5 years. For more information on our data retention schedule and how we keep your data safe, please contact [support@thinkout.org.uk](mailto:support@thinkout.org.uk)

The data is password protected and encrypted at all times and access is restricted to staff/volunteers. The use of personal information is also detailed in our safeguarding policy and can be viewed at: [www.thinkout.org.uk](http://www.thinkout.org.uk) .

### Do we share the Young People's data?

We will not share the Young People's personal data to third party partners unless this is absolutely necessary and is required under the third party's own health and safety requirements. This will be the minimum personal information required to meet the requirements. In most cases the Young People are directly supported by TOC staff/volunteers at community based activities and therefore it is not required to share personal details with our local partners in most community activities.

If a work/volunteer placement is able to support a young person without TOC support we would explore this fully with parents/carers and only data would be shared if parents/carers supported the place and provided additional consent.

In a medical emergency situation personal details on the Young Person would need to be shared with NHS or any other attending emergency services staff.

### Requesting access to your personal data

Under data protection legislation, parents/carers and the young person have the right to request access to information about them that we hold. This is primarily the information that has already been provided previously and the progress reports already shared with parents/carers. To make a request for the young person's personal information contact [support@thinkout.org.uk](mailto:support@thinkout.org.uk) .

You also have the right:

- to ask us for access to information about the young person that we hold
- to have personal data rectified, if it is inaccurate or incomplete
- to request the deletion or removal of personal data where there is no compelling reason for its continued use
- to restrict our processing and use of the young person's personal data – for example permitting its storage but no further processing
- to object to direct marketing or promotion of our services
- not to be subject to decisions based purely on automated processing where it produces a legal or similarly significant effect on you.

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us in the first instance. If you are unhappy with our response you may then wish to raise with the Information Commissioner's Office at <https://ico.org.uk/concerns/> . You are also able to contact the Information Commissioner's office directly.

## Withdrawal of consent and the right to lodge a complaint

Where we are processing/using the Young Person's personal data with consent, parents/carers and the young person have the right to withdraw that consent. If you change your mind, or you are

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unhappy with our use of your personal data, please let us know by contacting:

[support@thinkout.org.uk](mailto:support@thinkout.org.uk)

## Last updated

We may need to update this privacy notice periodically so we recommend that you revisit this information from time to time. This version was last updated on 18 August 2023.

## Contact

If you would like to discuss anything in this privacy notice, please contact: [support@thinkout.org.uk](mailto:support@thinkout.org.uk)

