



TOC Privacy Notice: How we process carers/parents personal contact details

The categories of information that we use include:

- personal identifiers and contacts (such as name, contact details and address)
- any personal information provided by parents/carers for the Young Person (see Young People's Privacy Notice)
- any key correspondence from parents/carers
- feedback from parents/carers on the service

This list is not exhaustive and will be regularly updated. To ensure you have the current list of categories of information we process please email support@thinkout.org.uk

Why we collect parents/carers personal contact information

We collect parents/carers personal information to primarily keep them updated on the service/activities and keep them update on their young person's progress. The following list provides the full range of purposes:

- a) to update on the weekly activities for young people's learning and development
- b) to monitor and report to parents/carers on the young person's progress
- c) to ensure we have emergency contact details
- d) to manage correspondence for any possible complaints
- e) to continually seek feedback to review the quality of our services
- f) to meet any statutory responsibilities in caring and supporting young people
- g) to invoice and manage the payment process for the service

Under the [UK General Data Protection Regulation \(UK GDPR\)](#), the lawful bases we rely on for processing parents/carers 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 Parents/Carers Contact Information

We collect parents/carers contact details where they have demonstrated an interest in the service we offer and have provided consent for us to use contact information. This allows us to provide information on the service and the process to register the young person to use the service. We will then use the contact information for future updates and reports on the service.

The Young People's data is essential for the ThinkOut Community CIC to provide the service to the Young People. Whilst the majority of the information provided on behalf of the Young Person is crucial in ensuring we can maintain their health and safety, other information is provided on a voluntary basis to allow us to tailor the activities we provide. In order to comply with the data protection legislation, we will explain this at the point of collection. All data collected is in the best interests of the Young Person to help ensure we meet their needs.

Storing Parents/Carers personal contact data

We hold the contact data securely for 5 years unless parents/carers withdraw consent and where there is no compelling reason for us to hold the data. For more information on our data retention schedule and how we keep your data safe, please contact support@thinkout.org.uk .

The contact data is password protected and encrypted at all times but more accessible basic contact information, restricted to TOC staff/volunteers, is available to allow contact with parents/carers on days their young person is in attendance. The use of personal information is also detailed in our safeguarding policy and can be viewed at ThinkOut.org.uk .

Do we share the Young People's data?

We will not share the parents/carers personal contact data to third party partners unless this is linked to a legal requirement. The Young People are directly supported by TOC staff/volunteers at community based activities and therefore it is not required to share additional parents/carers contact details with our local partners.

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 support the placement - only at this point would additional consent need to be agreed.

In a medical emergency situation personal contact details for parent/carer of the Young Person would need to be shared with NHS staff.

Requesting access to your personal data

Under data protection legislation, parents/carers of 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 your contact information and any related to the young person please contact 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 your 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 receiving updates, 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 or the young person.

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 unhappy with our use of your personal data, please let us know by contacting: support@thinkout.org.uk

See TOC complaints policy.

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