



Data Protection Policy

Date Created	30/04/2023
Date Approved	30/04/2023
Date Reviewed	30/04/2024
Updated	16/01/2025
Owner	Turn2 Mentoring
Gate Keeper	Business Development Manager

STATEMENT OF INTENT

Turn2 Mentoring is always committed to protecting and respecting privacy. We will strive to keep safe any information that is shared with us, using your data reasonably and respectfully.

There are strict controls on who can see your information. We will not share your data if you have advised us that you do not want it shared unless it is the only way we can make sure you stay safe and healthy, are legally required to do so or the data is required for operational purposes.

WE DO NOT WISH for your Data to fall into the wrong hands and want to prevent placing our service users at risk of harm.

OUR COMMITMENT

We are committed to:

- ensuring that we comply with the eight data protection principles, as listed below
- meeting our legal obligations as per UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- ensuring that data is collected and used fairly and lawfully
- processing personal data only in order to meet our operational needs or meet legal requirements
- taking steps to ensure that personal data is up to date and accurate
- establishing appropriate retention periods for personal data
- ensuring that data subjects' rights can be appropriately exercised
- providing adequate security measures to protect personal data



- ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues
- ensuring that all staff are made aware of good practice in data protection

INFORMATION THAT WE MAY REQUEST AND STORE

- Personal information (such as name, unique pupil number and contact details)
- Characteristics (such as ethnicity, language, nationality and country of birth)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Curriculum assessment results, special educational needs information, relevant medical information

Turn2 Mentoring keep information about you on computer systems and also sometimes on paper.

Access to Turn2 Mentoring IT and Data Systems is restricted to authorised individuals only.

Paper records are held in lockable cabinets, control to areas where records are stored is restricted – CYP and visitors are not permitted to access any such area unless required and under the supervision of a senior member of staff.

WHAT WE DO WITH THE INFORMATION WE GATHER

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find beneficial

WHAT WE USE YOUR INFORMATION FOR:

- As part of our referral process
- To support CYP mentoring
- To monitor and report on CYP progress to provide appropriate care and guidance, this will at time be with other professional bodies such as Social Services, Health, Mental Health Professionals, and Police.
- To assess quality assurance or our services
- To comply with the Legislation and Regulatory bodies
- To support the CYP entry and exit process of Turn2 Mentoring, ensuring positive future pathways at the end of the CYP time with Turn2 Mentoring

SUBJECT ACCESS REQUEST

All recorded information held by Turn2 Mentoring may be subject to requests under the Freedom of Information Act 2000, and the General Data Protection Regulations. If you would like to submit a Freedom of Information / Subject Access Request, you can e-mail us.

Subject Access Requests will be dealt with within one month (not including weekends) of the date of receipt by Turn2 Mentoring. Please note that no charge is made for this information. Requests should be made to the attention of the Business Development Manager on email, ndavies@turn2mentoring.co.uk

The individual is entitled to access their personal data on request from the data controller.

You have the right to request;

- to have your data rectified if it is inaccurate or incomplete.
- to have your data erased.
- to restrict the processing of your data.
- to exercise your right to data portability.
- to object to the processing for the purposes of direct marketing, profiling and automated decision making.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern to Turn2 Mentoring in the first instance by contacting the Business Development Manager or directly to the Information Commissioner's Office at:- <https://ico.org.uk/make-a-complaint/data-protection-complaints/>