



Nurturing Progress Ltd – Privacy Policy for Young People
Updated August 2026

1. What is this about?

This page explains how Nurturing Progress Ltd looks after your personal information. Personal information means things like your name, age, school, or anything you share with us about how you learn or feel.

We promise to:

- keep your information safe
- only use it for the right reasons
- treat it with care and respect

2. Who are we?

Nurturing Progress Ltd helps children, young people, parents and schools. Our Data Protection Officer makes sure your information is looked after properly.

If you have questions or worries, you can contact:

Rachel Lander Email: rachel@nurturingprogress.co.uk Phone: 07721 406507

You can also ask an adult you trust to help you talk to us.

If you ever feel unhappy about how your information is used, you can talk to us. You can also contact the Information Commissioner's Office (ICO), who help keep people's information safe.

3. Why do we need your information? (Lawful reasons)

We collect information so we can:

- understand what support you might need
- do our job properly and safely
- keep you safe if we are worried about you

The law says we can use your information when:

- **you give consent**
- we are providing **health or wellbeing support**
- we need to **protect someone's safety**
- the **law requires** us to share something

4. What information might we collect?

This could include:

- your name, date of birth, contact details
- your school or setting
- information about how you learn or feel
- notes from meetings, questionnaires or activities
- reports to help support you
- photos or recordings (only if needed and agreed)

We keep photos and recordings safe and delete them when they are no longer needed.

If something changes, please tell us.

5. How do we collect information?

We may collect information:

- when you fill in forms or questionnaires
- when we talk with you, your family or your school
- from reports written by other professionals

6. How do we keep your information safe?

We use:

- password-protected devices

- secure email and online systems
- locked storage
- shredding when paper is no longer needed

We use secure digital systems to store your information. We do not use computers to make decisions about you. We keep your information in the UK or Europe.

7. How long do we keep your information?

- If you are under 18, we keep your records until you are **25**
- If you are 18+, we keep records for **8 years**

After this, information is safely deleted.

8. Who else might see your information?

Your information is confidential. We may share information with:

- your parents or carers
- your school
- other professionals who support you

We only share what is necessary. We must share information without permission if:

- someone is not safe
- the law says we must

If you are old enough to understand your own privacy choices (**Gillick competent**), you can decide who sees your information.

9. Your rights

You can:

- ask what information we have
- ask us to fix something that is wrong
- ask us not to use certain information
- ask for your information to be deleted (in some cases)
- change your mind and withdraw consent

If you withdraw consent, we will stop using your information unless someone is unsafe.

10. If something goes wrong

If there is ever a problem with information safety (a data breach), we will report it within 72 hours and deal with it properly.