

This is Your Personal Data

Community@NE66 Charitable Trust and Northumberland Youth Service Partnership

How we handle your information

Information for the public

Everyone working for both Community@NE66 and Northumberland Youth Service service has a legal duty to keep and process information about you in accordance with the law.

This document explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about service users to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about how we work with you on the issues you face. These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- basic details about you, for example, name, address, date of birth,
- unique identifiers (such as your NI number),
- contact we have had with you, for example, appointments & letters of correspondence,
- notes and reports about your relevant circumstances
- details and records about the service you have received,
- relevant information from other people that we have been in contact with in relation to the service that you have received
- Safeguarding records

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need.

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

Community@NE66 is a working partnership between Northumberland Youth Service (NCC) and Community@NE66 Charitable Trust (Charity reg: 1171202).

MACPI St Paul's Educational Fund, Northumberland County Council Community Chest,
Alnwick & Denwick Relief Fund, Scholefield Trust.



Community@NE66 Charitable Trust,

If you do not provide us with this information then we will not be able to ensure that you are properly safeguarded and demonstrate our impact in the community.

How long for?

In order to provide you with this service, we rely on the legal basis of GDPR. Your details will be kept for 2 years after you stop using the service (with the exception of safeguarding records that are kept for 25 years). Processing is kept to a minimum and will only be processed in accordance with the law.

When other agencies are involved in your care such as the NHS or Children's Services, we may need to share details about you to enable us to work together for your benefit.

Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- Safeguarding of children, young people and vulnerable adults.
- where the health and safety of others is at risk,
- when the law requires us to pass on information under special circumstances,
- [crime prevention or the detection of fraud as part of the National Fraud Initiative]

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued.
- If information relates to criminal offences directly disclosed or safeguarding concerns.

Partner organisations

NHS - sexual health and mental health services.

These could include:

- Other NHS organisations/teams who are involved in your care

Information will be processed within the EEA and will not be shared with overseas recipients
We may also share some of your information subject to strict agreement on how it will be used with:

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- [Service specific examples]

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your client records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Contact; Hannah Moeini, Hannah.Moeini@northumberland.gov.uk or, Data Protection Officer: Fay Cooper, informationgovernance@northumberland.gov.uk

Information Commissioner : <https://ico.org.uk/>

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