



## **Youthline data protection statement and privacy notice (clients)**

This statement explains how Youthline handles and uses personal data we collect about young people and adults who attend Youthline counselling sessions. Where in this statement we refer to 'we' or 'our' or 'us' we are referring to Youthline and where we refer to 'you' or 'your' we are referring to our clients.

We are committed to protecting your personal information and to being transparent about what information we hold. Youthline understands its obligations to you to help you understand how and why we process your personal data. This notice tells you about these uses and should be read in conjunction with the Youthline data protection policy.

Our data protection policy and procedures are governed by the Data Protection Act 1998 and, from 25May 2018, the EU General Data Protection Regulation. The law in this area is changing rapidly and we anticipate this statement may be revised in line with guidance from the Information Commissioner's office.

### **Why we hold your personal data**

We are required to hold your personal data for various legal and practical purposes, without which we would be unable to offer you counselling appointments and keep records of your progress and engagement with us.

### **Lawful basis for processing personal data**

The lawful basis for processing the personal data as described in this document is to fulfil a contract with an individual.

### **Personal data held by Youthline**

The information we hold about you is primarily information you provided when seeking an appointment with Youthline, supplemented by information generated in the course of your engagement with us.

In common with all data subjects:

- Your name
- Your contact details
- Unique personal identifiers and biographical information (e.g. date of birth)
- Personal data provided by you for a specific purpose or purposes (for example, disability)
- Information related to the prevention and detection of crime and the safety of staff and clients including, but not limited to, CCTV recording.

### **Sensitive personal data held by Youthline**

The information we hold is that which you provide to us (for example, you may give us information by filling in forms on our website, or by corresponding with us by post, telephone, email or otherwise).



## How your personal data is used by Youthline

Your data is used by us for a number of purposes including:

- administrative purposes in order to offer you appointments
- internal reporting and record keeping publications, invitations and other communications
- contacting you, your next of kin, or other relevant contact in case of an emergency
- responding to data access requests you make

Communications to you may be sent by post, telephone or an email address. Your personal mobile phone number will only be used if you have given consent.

If you have concerns or queries about any of these purposes, or how we communicate with you, please contact us at the address given below. We will always respect a request by you to stop processing your personal data, and in addition your statutory rights are set out below.

## Sharing your data with others

Within Youthline, personal data, including sensitive personal data, may be shared between members of staff, including Trustees, who legitimately need the information to carry out their normal duties to support your time with us. We endeavour to ensure that sensitive personal data is only shared with colleagues with your explicit consent. However, circumstances may arise where this data is shared with colleagues without gaining your consent.

This will only occur if it is necessary to protect your vital interests or the vital interests of another person; or for certain other reasons where it is not possible or appropriate to gain your consent such as disclosures to the police for prevention or detection of crime.

## How long data is kept

We will keep your personal data only as long as is necessary for the purpose(s) for which it was collected, and in accordance with our Data Protection Policy. Data will be securely destroyed when no longer required.

Where you exercise your right to erasure, we will continue to maintain a core set of personal data (name, dates of attendance at Youthline and date of birth) to ensure we do not contact you inadvertently in future, and to maintain your record for archive purposes.

## Your rights

You have the following rights

To be informed	This Privacy Notice provides the information you are entitled to receive
Access	Please contact us if you would like confirmation that your data is being processed and access to your personal data. There is no charge for us providing you with this data and it will usually be provided within a month of the request (unless the request is unfounded or excessive).
Rectification	Please inform us of any data which you would like rectified and we will usually respond within a month of the request. We will pass on the changes



	to any third parties who need to change their records and let you know this has been done.
Erase	You may exercise your right to have your personal data erased in a number of circumstances (e.g. if the data is no longer necessary in relation to the purpose for which it was created or you withdraw your consent). Where possible we will comply with all such requests, though some details are part of the Youthline’s permanent records which can not reasonably be deleted.
Restrict processing	You can tell us that we can keep your data but must stop processing it, including preventing future mailings and communications.
Data portability	Your data is across manual records and a bespoke database. We will do our best to provide information in a portable format but it is unlikely that we can create systems to do so.
to object	If we can, we will stop processing your data if you object to processing based on legitimate interests or the performance of a task in the public interest / exercise of official authority (including profiling). We will stop processing your data for publicity purposes if you tell us to. We will stop processing your data if you object to processing for purposes of research and statistics.
Not to be subject to automated decision-making including profiling	We do not use any automated decision-making.

We reserve the right to judge what information we must continue to hold to be able to fulfil our contract with you.

You have the right to lodge a complaint with the Information Commissioner’s Office at <https://ico.org.uk/concerns>.

**Further information**

The controller for your personal data and our Data Protection Officer is Janet Harris, Chair of Trustees.

Our Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to the protection of personal data. Please contact us if you have any concerns or questions about the above information or you wish to ask us not to process your personal data for particular purposes or to erase your data. Where you have specific requests relating to how we manage your data, we will endeavour to resolve these, but please note that there may be circumstances where we cannot comply with specific requests.



We undertake to notify you of any changes we make to this data protection statement and notify you by other communication channels where appropriate.

January 2023