

Privacy Notice for young people and volunteers

At Friends for Leisure, we are committed to keeping the trust and confidence of everyone who comes into contact with us. So it is important that you know we record your personal data and that your personal information will be treated respectfully and confidentially.

This privacy policy explains all you need to know about:

- what information we collect
- why we collect it
- what we do with it
- when we may share it with others
- how you can access and update your information

IMPORTANT - By giving us your personal information you consent to its use under the terms of this policy.

What information we collect – Registered young people

Much of the information we hold will have been provided by you. We will collect personal information from you when you enquire about our activities, register as a young person or subscribe to one of our services.

The categories of information we collect, hold and share, include:

- Personal information – such as your title, name and address.
- Information about parents and carers – such as names, addresses and contact details.
- Characteristics – such as your date-of-birth and ethnicity.
- Your contact details – such as your telephone number and e-mail address.
- Attendance information – such as records of activities attended.
- Contact log – where we record any contact with or about you and observations of you whilst you are attending an activity.
- Information relating to your disability and how it affects you on a day-to-day basis.
- Information from other professionals/organisations that are working with you and/or your family – such as EHA (early Help Assessment) plans.

Why do we keep your personal data?

We want to make sure that:

- You are receiving the most appropriate service.
- You will be safe when attending our activities.
- You have all the relevant information about our service and other services.

What information we collect – volunteers

The information we hold will be used during the recruitment process, whilst you are volunteering with us, at the time you stop volunteering and, with your permission, after you have left. The categories of information we collect, hold and share, include:

- Personal information – such as your title, name and address.
- Information about parents and carers – such as names, addresses and contact details.
- Characteristics – such as your date-of-birth and ethnicity.
- Your contact details – such as your telephone number and e-mail address.
- Attendance information – such as records of activities attended.
- Contact log – where we record any contact with or about you and observations of you whilst you are attending an activity.
- Where appropriate, information relating to your disability and how it affects you on a day-to-day basis.

- References obtained and DBS information.
- References requested and given.

We also need to have information to:

- Help us secure funding for the charity so that we can continue to provide services.
- Assess the quality of our services.

How we store your information

We ensure there are appropriate technical controls in place to protect your personal details, for example our online forms are always encrypted (this prevents other people accessing them) and our network is protected and checked often.

Contact logs are stored securely in password-protected files and are only accessible by authorised staff and office-based volunteers.

Paper copies of registration/application forms and assessments are stored in a locked cupboard.

We regularly review who has access to information that we hold to ensure it is only accessible by authorised people.

At group activities, our registers include emergency contact numbers for young people, volunteers and staff. This is part of our risk assessment.

When do we share your personal data?

We share young people's data with Cheshire East Council because we are bound by our contract to do so. This helps the Council understand who is using commissioned services and allows them to spot gaps in delivery across the borough, as well as identifying more suitable areas of support for the young person/families involved. This data is stored electronically in line with Data Protection regulations.

You can find more information about the Council's Privacy Policy at:

https://cheshireeast.gov.uk/council_and_democracy/council_information/website_information/privacy-notice.aspx

We routinely share young people's information with Friends for Leisure Activity Leaders and volunteers, who have signed a confidentiality agreement; for example, medical information, allergies, behaviour triggers, etc.

Occasionally, with your consent, we might share your personal information with other professionals, such as:

- A social worker or Family Service Worker.
- The SENDCO at school or college.
- Other organisations that are working with you and/or your family.
- Activity providers. (This would only be to keep you safe at an activity).
- Funders of Friends for Leisure. (We will make sure that young people and/or volunteers cannot be identified).

We will not sell or rent your information to third party organisations, and we will not share your personal information for others to use in their marketing or fundraising without your consent.

If we make a mistake and your personal information is used incorrectly, we have a procedure to follow. We will always tell you if this happens.

What happens when you leave Friends for Leisure.

When you leave, we will get in touch with you about keeping your personal information.

Safeguarding, Child Protection & protection of Vulnerable Adults

It is important to keep in mind that:

- timely information sharing is key to safeguarding and promoting the welfare of children. It enables intervention that crucially tackles problems at an early stage; and
- if a child is at risk of suffering significant harm, the law supports us to share information without consent

If we do share your information for the purposes of safeguarding and/or child protection, we will:

- ensure the information we are sharing for the purpose of protecting a child is relevant to that purpose and is accurate, unbiased and up-to-date.
- keep a written record of our decision to share information and the reasons why
- keep a record of who we have shared information with, what the information was, and why it was shared.

How you can access and update the information we hold

It is important that we hold the most up-to-date information about you. If things change and you tell us, we will amend our records and only keep relevant information about you.

We will provide a summary of any personal information held upon request.

Your rights

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not acted lawfully with regard to your personal data.

<https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>