

# BELIEVE IN YOU TEENS LTD

## PRIVACY POLICY



### Believe in You Teens Ltd Privacy Policy

#### Our Contact Details

- Name: Natalie Greenall
- Address: 5 North Street, Hailsham, BN27 1DQ
- Phone Number: 07928262748
- E-mail: [believeinyouteens@gmail.com](mailto:believeinyouteens@gmail.com)

**The Type of Personal Information We Collect** We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (e.g., name and contact details)
- Health and wellbeing information

*Personal information is collected by us in order to offer the relevant support around emotional wellbeing and mental health. We work with young people aged between 8-24, therefore we also need to collect information from parents/carers for safeguarding purposes.*

#### How We Get the Personal Information and Why We Have It

Most of the personal information we process is provided to us directly by schools/clients for one of the following reasons:

- Information provided on referrals made to access our services

We use the information that you have given us in order to ensure we put provision in place as required, or to make contact with parents to discuss support for their child. We may share this information with other agencies involved in the safeguarding and wellbeing of the young person in question.

We also access regular monthly supervision whereby we will discuss cases confidentially as needed.

**Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:**

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Natalie Greenall.
- (b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

### **How We Store Your Personal Information**

Your information is securely stored on a password-protected computer, and by initials referring to appointment times in staff diaries.

We keep all information and referrals for 7 years. After this period, we will dispose of your information by destroying files or hard copies containing data.

### **Your Data Protection Rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [believeinyouteens@gmail.com](mailto:believeinyouteens@gmail.com) if you wish to make a request.

### **How to Complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [believeinyouteens@gmail.com](mailto:believeinyouteens@gmail.com) specifying you wish to raise a data protection complaint.

You can also complain to the ICO if you are unhappy with how we have used your data.

### **The ICO's address:**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

**Policy Updates** We may update this privacy policy from time to time in order to reflect changes to our practices or for other operational, legal, or regulatory reasons. You will always find our most up to date privacy policy on our website linked on our email footer.

**Last Updated:** 02/08/2024



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