

## **Privacy Statement - September 2021**

### **Children, young people and their families.**

#### **Why do we need to collect and hold your information?**

The personal data or information we hold is to enable us to provide the best support that we can to children, young people and their families.

You can ask to see what information we have recorded about you at any time by contacting The InsideOut MHST's Data Protection Officer (DPO) via email to [janine@redcarlink.com](mailto:janine@redcarlink.com)

*The Link are the data controller for the purposes of the General Data Protection Regulation (GDPR)*

#### **What is the legal basis for keeping your information?**

We keep information about you and the work we do with you. Our legal basis for this is 'legitimate interest'. We cannot work with you unless we do this, other than provide basic information. Your record will include:

- Basic details about you, for example your address and date of birth, and your characteristics, for example your ethnicity
- Information about your circumstances
- Notes about contacts we have had with you
- Notes about the support we have provided or activities we have done with you
- Use and record the information from outcomes tools to help guide our support for you.
- Information from other people supporting you if relevant
- Information about other people involved with you such as your emergency contact or children

Your information is used to:

- Make decisions about how we can best help you and involve you in the right activities
- Investigate any concerns or problems that happen
- Check and review the quality of our work with you
- In some cases, evidence our work to funders and claim payment for it.

To hold your personal data, we need to have a Legal Basis. Your 'consent' is the legal basis that we will rely on, in the first instance. Consent is essential to enable us to support children and young people.

**We will never give information to anyone outside of The InsideOut MHST without your consent, unless it is to keep you or somebody else safe from harm, or if it is a legal requirement.**

### Who your information may be shared with

We know that to make a difference, it's best when we work in partnership with children, young people and families, local authority and health professionals, funders and commissioners and carefully selected partner agencies. We will share information with these organisations or individuals for whom you have given your signed consent on our consent form.

We collect information for our funders so we can show them how their funding helps children, young people and their families.

We often complete monitoring reports for our funders and commissioners, so they know that our work makes a difference. We share this information because it is part of our contract or agreement with our funders and commissioners.

These reports can include:

- Information about the numbers of children, young people and families supported, including how many times they've been supported
- The outcomes achieved
- Case studies, which are always anonymised to protect identities.

**We will never share with a funder or commissioner your personal information.**

**We will share information without consent if we have a safeguarding concern, duty of care or legal requirements to do so.**

### Some questions you may have

#### How long will we keep your information?

We will retain your personal data as follows:

- Personal data will be retained for a minimum period stipulated by the funder or inspection/regulatory body at the end of each project. This will be logged, and the data will be deleted as soon as the archive date is reached.
- We may also retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of other people.

#### Can I see my records?

**Yes, you can!** You may instruct us to provide you with any personal information we hold about you. Requests can be made in writing to:

The Data Protection Officer  
The Link (Redcar) CIC  
101 The Greenway  
Middlesbrough  
TS3 9PA

Or by email to: [info@redcarlink.com](mailto:info@redcarlink.com)

In some circumstances, information may be withheld if it is felt to be in your best interests to do so or for the protection of others. Your information will be supplied within 30 days of receipt of request.

### Can I amend the records you hold?

An opinion or judgement by a worker, whether accurate or not, will not be deleted. Keeping relevant information is important in understanding support or activities that are provided by us.

If the information we have is not current, or you feel the information is incorrect, please speak to your worker. Where it is agreed that information is factually inaccurate, it will be amended to show the correction with an explanation of the correction.

If we disagree with you about the accuracy of a record, we may include a statement from you explaining this with your consent.

### How will you keep my data stored?

We use both paper records and electronic records to store information about the people we work with. Papers files are kept in secure and locked locations.

Electronic records are kept on a secure data system (IAPTUS).

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to The InsideOut MHST employees and volunteers, our carefully selected partners.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### Where can I get further information?

You can also get further information, including details of how to complain from The Information Commissioner: [www.ico.org.uk](http://www.ico.org.uk)

The InsideOut MHST are committed to ensuring that the information we collect and use is appropriate, and does not constitute an invasion of privacy. We will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR).

By signing the consent forms you confirm your consent to this agreement. For more information, please visit <https://www.redcarlink.com/privacy-policy>