

The Colchester and Tendring Youth Enquiry Service (y.e.s.)

Privacy Policy

PRIVACY NOTICE

The Colchester and Tendring youth Enquiry service (y.e.s.) is a registered charity based in North East Essex whose objective is to provide a holistic support service for children and young people of North East Essex between the ages of 11- 25 years old.

This Privacy policy explains how we use any personal information we collect about you and when you use our website.

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller’s possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016 (the “GDPR”)

Who are we?

The Colchester and Tendring Youth Enquiry Service (y.e.s.) is the data controller (registered office: 9 Trinity Street, Colchester, Essex CO1 1JN). This means it decides how your personal data is processed and for what purposes. y.e.s. is also the data processor, which means it obtains, records and stores your personal information to fulfil its function.

What information do we collect, hold and share?

We collect information about you when you complete a referral form to request a service provided through y.e.s. We also collect information when you voluntarily provide feedback and evaluations of the services you have received. Website usage information is collected using cookies. The category of information we collect, hold and share include:

- Personal Information (Special Category Personal Information) – such as name, age, gender, address, postcode, ethnicity, disability, learning disability, health including mental health, school, other agency involvement and support needs.

Why do we collect and use this information?

We collect the information about you in order to comprehensively assess your situation and enable y.e.s. to provide an individual tailored package of support to each child and young person

How do we process your personal data?

The Colchester and Tendring youth enquiry service complies with its obligations under the G.D.P.R. by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

What do we process your personal data for?

- To enable us to provide a voluntary service for the benefit of the public as specified in our constitution and mission statement.
- To enable us to deliver a service as requested by our clients and/or any Third Parties;
- To fulfil our Safer Recruitment duties.
- To meet statutory safeguarding requirements.
- To fund raise and promote the interests of the charity.
- To process gift aid applications.
- To inform individuals of news, events, activities or services running at y.e.s.
- To manage our employees and volunteers and to monitor performance.
- To maintain our own accounts and financial records.

What is the legal basis for processing your personal data?

Article 6 of the G.D.P.R. states the legal basis for which a data controller may process your personal information. At y.e.s. our legal basis is that:

- The data subject has given consent to the processing of his or her personal data for one or more specific purposes;

Article 9 of the G.D.P.R. states the legal basis for which a data controller may process special category personal data (i.e. sensitive personal data). At y.e.s. our legal basis is that:

- The data subject has given explicit consent to the processing of those personal data for one or more specified purposes

In exceptional circumstances processing may be necessary for compliance with a legal obligation which y.e.s. is subject to; (e.g. in order to comply with statutory safeguarding duties).

Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared only with staff including contracted staff and volunteer staff of y.e.s. in order to fulfil their agreement with

you. We will only share your data with third parties outside of the organisation with your consent unless there is a legal basis for doing so.

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary. Retention periods for the data y.e.s. holds is set out in the y.e.s. data retention policy. The criteria for retention varies according to different reporting or other obligations the charity is subject to (e.g. HMRC financial reporting, UKCP recommendations).

Your rights and your personal data

Unless subject to a legal exemption, you have the following rights with respect to your personal data: –

- The right to request a copy of your personal data which y.e.s. holds about you;
- The right to request that y.e.s. corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for y.e.s. to retain such data;
- The right to withdraw your consent to the processing at any time
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable)
- The right to lodge a complaint with the Information Commissioners Office.

Subject Information requests as a rule can only be made by those with Parental Responsibility. There are some instances when y.e.s. can refuse the access to information i.e.: when serious harm to the mental or physical health would be likely to happen either to you or someone else if you saw those records. To exercise your rights regarding the personal data that y.e.s. holds in relation to you, please write to The Colchester & Tendring Youth Enquiry Service to detail your requirements.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Website Visitors

Like most website operators, y.e.s. periodically collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. y.e.s. 's purpose in collecting non-personally identifying information is to better understand how y.e.s.'s visitors use its website. From time to time, y.e.s. may release non-

personally-identifying information in the aggregate, e.g. by publishing a report on trends in the usage of its website.

How to Contact Us

Please contact us if you have any questions about our privacy policy or information that we hold about you please write to: The Data Protection Officer, The Colchester and Tendring Youth Enquiry Service, 9 Trinity Street, Colchester, Essex, CO1 1JN

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

