

# Privacy Notice – Service Users

---



Review schedule	Every 3 years
Last review	January 2023
Next review due	January 2026
Owner	Rosie Hall

*We may change this Privacy Notice from time to time. All updates and amendments are effective immediately upon notice, which we may give by any means, including, but not limited to, by posting a revised version of this Privacy Notice on the Website. We encourage you to review this Privacy Notice often to stay informed of changes that may affect you.*

## How we manage and protect information about you

SELFA collects information about you and your child to help us provide the best possible services for children and young people referred to the charity.

Our aim is to maintain full and accurate records of the services we provide and keep this information confidential and secure.

This section is about data protection, confidentiality and information security. It also tells you how you can access the information we hold.

## What information do we collect?

We collect information about you and your child such as your details provided on the Referral Form (including support needs and health information), records of attendance at activities, and information on interactions with staff and volunteers. This enables us to provide appropriate support. We also collect information to help our equality and diversity monitoring.

This information may be recorded in writing, or electronically on a computer, or a mixture of both.

We ask that you notify us of any changes to your personal details to ensure our information is accurate.

## How do we use the information we collect to help you?

We may use the information we collect to help us provide services to you in the following ways:

- To enable us to provide information on our activities and provide reminders
- So our staff have adequate information to provide appropriate support
- To liaise with other professionals e.g. the school, referrer or Child in Need meetings about the support provided by SELFA, to share strategies and discuss concerns

### How else could your information be used?

- Provide feedback to funders about the services we have provided
- For internal statistical analysis
- Investigate incidents, complaints or legal claims

### Do we share personal information with anyone?

There are times when it is appropriate for us to share information about you with others. We may share your information with the following main partners:

- Schools
- Referrers
- Social Care
- Funders

Apart from these main partners, we will not share your information unless there are exceptional circumstances such as the health and safety of another person is at risk or where the law requires information to be passed on.

In all cases where we must pass on information, we will only share the minimum amount of information required and where possible data will be anonymised (for example, in reports to funders). Anyone who receives information from us also has a legal duty to keep it confidential.

### Transferring your personal information internationally

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your and your child's personal information is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure and where a third party processes your data on our behalf we will put in place appropriate safeguards as required under data protection laws. For further details please contact us by using the details set out in the "Contacting us" section below.

### How we keep your information confidential

We protect your information in the following ways:

- Training - Staff are trained to understand their duty of confidentiality and their responsibilities regarding the security of information both on our premises and when out in the community.
- Access controls - Any member of staff being given access to systems holding personal information will do so with a username and password.
- Records Management - All records are stored confidentially in secure locations.

### How long do we keep personal information for

We collect personal details from you for different reasons, so we might keep it for different lengths of time. For example, we might have to keep it a long time for legal reasons. Full details on how long we keep different records for can be found in our Information & Retention Schedule.

### What are your rights?

Did you know you can ask us to do lots of things with your details?

You can ask us:

- to tell you how your details are being used
- to provide you with a copy of all details we hold on you
- to correct some of the details we hold if they are not correct or out of date like your contact details for example
- to delete all of the details we hold on you (unless we have a good reason not to!)
- to stop using your details in a certain way
- to send your details to you or another organisation
- to stop making decisions about you using automated technologies which analyse your personal details e.g. performance software (NOTE – SELFA do not currently use automated technologies in this way)

Some of the rights may not always apply to the personal details we hold for you and your child as there are sometimes requirements and exemptions attached which means we need to hold on to certain information and at other times the rights may not apply at all.

**DON'T FORGET** though, if you have told us we can use your information in a certain way and you would like us to stop, you can tell us to stop at any time and you can always tell us to stop sending you marketing messages. More information about these rights can be found online here <https://ico.org.uk/for-the-public/>. If you have any questions or are unhappy about something, please contact us at [admin@selfa.org.uk](mailto:admin@selfa.org.uk) or SELFA, Broughton Road, Skipton, BD23 1TE.

You can also complain to the Information Commissioner using the contact details below.

Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

### Change Record

Date of change:	Changed by:	Comments
Jan 2023	R. Hall	Reviewed - minor updates to contact details