

nyas

national youth advocacy service

gwasanaeth eiriolaeth ieuenctid cenedlaethol

Privacy notice for young people

At NYAS we are all about standing up for children and young people's rights, making sure your voices are heard and that you get the help and support you need.

NYAS understands the importance of your privacy, keeping your information secure and complying with data protection legislation. You have the right to be informed about the collection and use of your personal data, how long we keep that information for and who it will be shared with. We call this 'privacy information'.

Q&A

nyas
national youth advocacy service
gwasanaeth eiriolaeth ieuenctid cenedlaethol

What records do NYAS keep?

- We record personal information such as your name, date of birth, address and contact details.
- Characteristics such as gender, ethnicity, language and disability.
- We also record information on how we have worked with you.

Why does NYAS collect and keep this information?

We use this information to help us to decide how best to help you, and how successful we have been in doing that.

Information is usually collected face-to-face, by phone, email or text. Sometimes this information is collected from the social worker or somebody acting on your behalf to access our service, in which case we would always ask your consent and share this information with you.

What does the law say about it?

We must have a legal reason to keep information about you. There are a few legal reasons why we will process your data:

- Legitimate interest, which means that your data is used in a way that you would expect.
- Public task, which is where the law allows it in the public interest. For example, the Children Act 1989 gives children and young people in care the right to advocacy when making a complaint or when important decisions are being made about their lives.
- Legal obligation, if this is to do with a court case, for example, and we are being asked to process information with the court.

We do this because our services cannot support you without using your personal information.

How do you keep my information safe?

Your record is kept on a secure computer system. Within NYAS, only people who need to see your record in order to help you will be given permission to access this - no one else.

How do you store my information?

We'll keep your information for up to a minimum of 6 years after your case is closed, or up to 75 years if the nature of the help given, or policy/law, requires this. Throughout this time, you will have the right to see the information kept on you. After this time the file will be destroyed securely.



Questions?

NYAS' Data Protection Officer (DPO) is responsible for answering any questions you have about this Privacy Notice. The DPO may be contacted at this address: Tower House, Tower Road, Birkenhead, CH41 1FF

By email: **dpo@nyas.net**

Or by phone **0151 6498700**

Q&A

What control do I have?

Your rights

nyas
national youth advocacy service
gwasanaeth eiriolaeth ieuenctid cenedlaethol

The right to access your information

You have a right to see the information stored about you, know why we hold it and who we share it with. You can do this at any time by making something called a 'subject access'. Ask your advocate or contact NYAS by emailing sar@nyas.net and include proof of your identity. We will usually respond quickly and within 1 month.

The right to have mistakes corrected

You can have your personal information including address and contact details corrected at any time. It's important that the personal data we hold about you is accurate and up to date. Please keep us informed if your personal data changes during the duration of your relationship with us.

The right to erasure

In some circumstances, you have the right to request your personal information be deleted.

The right to restrict processing

Processing your data just means anything we do with it - collecting it, using it, storing it, sharing it and deleting it.

You have a right to stop the processing of your personal data, in which case we would still store just enough data to ensure that no further processing takes place. This only applies in certain situations.

The right to object

If we can, we will stop processing your data if you object. We will stop processing your data if you object to processing for purposes of research and statistics.

The right to portability

You can ask NYAS to provide you or a third party with some personal information that we hold about you in a structured, commonly used, electronic form so it can be easily transferred.

The right to transparent info and communication

Information needs to be clear and easy for you to understand.

The right to processing notices when data is collected

You have a right to information about the use of your personal data at the time of collection.

This will usually be explained to you by your NYAS worker and through this privacy notice.

Q&A

Will you share my information?

Our promise to you...

- We won't share any information that you have given us in confidence, and we will always respect your wishes if you do not agree to us sharing information except where we believe you are at risk or where someone else may be at risk, or if we are legally required to share the information, for example if a subject access request is made or following a court order.
- We will only share information with those who need it, to provide the service to you. This may be NYAS workers and other appropriate professional people. We may be required to share information with the council or organisation that is funding us to provide the service. We will let you know when this is the case.
- Where the service provided by NYAS is coming to an end we may share relevant details on any ongoing work with a new provider. This may include your contact information and any data that helps the new provider support you in order to provide continuity and a smooth transition of services. We will be let you know if this is the case and let you know about the new provider and the purpose of the data sharing
- We will not share your information with other parties other than for the purposes of providing the service you have contacted us about, although if we do share your information for other purposes, we will make sure you have provided consent to enable us to do this.
- There may be other occasions where NYAS will ask you for your consent to share your data - for example, to share your experiences to raise public awareness of important issues. If this is the case, we will explain exactly what the data will be used for and you can withdraw your consent at any time. Wherever possible, any of your data which has been used for publicity purposes will be deleted.
- We will never share your personal information with organisations so that they can contact you for marketing activities.



nyas
national youth advocacy service
gwasanaeth eiriolaeth ieuenctid cenedlaethol

DON'T CONTACT ME

You may withdraw your consent at any time by contacting us at **help@nyas.net**, speaking to your advocate or caseworker, or by phoning **0151 649 8700**.

If you do so, you may not be able to receive the help of some of our services.

If you are not happy with how we are using your information, you can speak to your advocate, caseworker or NYAS directly at **help@nyas.net** or by calling **0808 808 1001**. You can also contact the NYAS Data Protection Officer at **dpo@nyas.net**.

You can also make a complaint to the Information Commissioner (ICO): Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or call: **0303 123 1113**.